



## Annex – Standard: ISO/IEC20000-1

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### CHAPTER 1 - GENERAL

These Rules define the additional and/or substitutive procedures applied by RINA for the certification of Quality Management Systems in relation to what is already defined in the Document *General Rules for the Certification of Management Systems RC/40*

RINA issues certification in accordance with the requirements of ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017 to organizations whose Management System has been recognized as complying with all the requirements of the standard:

#### ISO 20001:2018

### CHAPTER 2 - REFERENCE STANDARD / CERTIFICATION REQUIREMENTS

In addition to what is stated in the General Rules for the Certification of Management Systems, to obtain certification by RINA, an IT Service Management System (Information Technology) must initially and over time meet the requirements of the ISO/IEC20000-1 standard and the additional requirements provided by the Accreditation Bodies. If certification with APMG recognition is required, RINA issues certification in accordance with the requirements of the "RCB Terms and Conditions for Registration - APMG ISO/IEC 20000 Certified Organization Scheme" Ver. 2 - 1 April 2019.

### CHAPTER 3 – FIRST CERTIFICATION

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

In addition, the following applies.

In addition to the provisions of the General Regulations for the Certification of Management Systems, the Organization must communicate to RINA whether the Service Management System includes documentation (procedures, registrations, etc.) classified as "confidential" and/or in any case not available for certification purposes. RINA will consequently assess the existence of the conditions to be able to continue the certification process.

Together with the certification request, or subsequently to it, the Organization must also make the following documentation available to RINA:

- IT service catalog;
- architecture of network and information systems.

If APMG recognition has been requested, acceptance of these Regulations authorizes RINA to communicate the Organization's information to APMG and to publish the certificate on the APMG website, subject to its approval. RINA will notify APMG of any changes to the certificate during its validity.



## **CHAPTER 4 - MAINTAINING VALIDITY OF THE CERTIFICATE**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

## **CHAPTER 5 - RECERTIFICATION**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

## **CHAPTER 6 – AUDIT CONDUCTION**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

## **CHAPTER 7 - MANAGEMENT OF CERTIFICATES OF CONFORMITY**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable

In addition, the following applies.

If APMG recognition has been requested, acceptance of these Regulations authorizes RINA to communicate the Organization's information to APMG and to publish the certificate on the APMG website, subject to its approval. RINA will notify APMG of any changes to the certificate during its validity.

## **CHAPTER 8 - MODIFICATION OF CERTIFICATION AND COMMUNICATION OF CHANGES**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable

## **CHAPTER 9 - SPECIAL REQUIREMENTS FOR MULTI-SITE ORGANISATIONS**

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable

In addition, the following applies.

In addition to the provisions of the General Regulations for the Certification of Management Systems, the Organization must also provide a mapping of the assumptions of responsibility for the conduct of the management processes of the services provided for by the standard to allow the verification of the conformity of all these processes. The central function of the Organization must also manage the review of the service catalog.



## CHAPTER 10 - TRANSFER OF ACCREDITED CERTIFICATES

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable

In addition, the following applies.

In addition to the provisions of the General Regulation for the Certification of Management Systems, If an Organization, with valid certification issued by another IT Service Management Systems Certification Body, recognized by APMG, wishes to transfer its certification to RINA, it must send RINA the "Information Questionnaire" referred to in point 3 specifying the reasons for the transfer request. If the certification has been issued by a Certification Body accredited under the IAF/MLA mutual recognition agreement, but not registered with APMG, RINA will assess on a case-by-case basis the existence of the conditions for the transfer.

## CHAPTER 11 - SUSPENSION, REINSTATEMENT AND WITHDRAWAL OF CERTIFICATION

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

In addition, the following applies.

In addition to the provisions of the General Regulation for the Certification of Management Systems, the suspension of the validity of the Certificate is made public by RINA directly on the website [www.rina.org](http://www.rina.org) as provided for in point 6.3 and is communicated to APMG in the case of certification issued under the recognition of APMG.

## CHAPTER 12 - RENUNCIATION OF CERTIFICATION

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable.

In addition, the following applies.

In addition to the provisions of the General Regulations for the Certification of Management Systems, within one month from the date of communication, RINA updates the validity status of the certificate and also notifies APMG in the case of certification issued under the recognition of APMG.

## CHAPTER 13 - CONTRACTUAL CONDITIONS

The documents *General Rules for the Certification of Management Systems RC/40* and the provisions of the "General contract conditions for conformity assessment activities" are applicable