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Part 11: Requirements for bodies providing audit and certification of IT asset management systems

Technologies de l'information — Gestion de biens de logiciel —

Partie 11: Exigences pour les organismes procédant à l'audit et à la certification des systèmes de management de la gestion des actifs logiciels

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, subcommittee SC 7, *Software and systems engineering*.

A list of all parts in the ISO/IEC 19770 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

This document is for use by certification bodies for auditing and certifying a management system for IT asset management (ITAM), referred to as an "IT asset management system" (ITAMS) in accordance with ISO/IEC 19770-1. It can also be used by accreditation bodies when assessing certification bodies. It is intended to be used in conjunction with ISO/IEC 17021-1, which sets out criteria for certification bodies providing audit and certification of management systems. This document provides requirements additional to those in ISO/IEC 17021-1.

Correct application of this document enables certification bodies to harmonize their application of ISO/IEC 17021-1 for audits against ISO/IEC 19770-1. It will also enable accreditation bodies to harmonize their application of the standards they use to audit certification bodies.

This document follows the structure of ISO/IEC 17021-1, as far as possible. The requirements additional to those in ISO/IEC 17021-1 are identified by subclauses titles that include "SMxxx".

ISO/IEC 17021-1 and this document use the term "client" for the organization seeking certification.

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Information technology — IT asset management —

Part 11: Requirements for bodies providing audit and certification of IT asset management systems

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1 Scope

This document specifies requirements and provides guidance for certification bodies providing audit and certification of an ITAMS in accordance with ISO/IEC 19770-1. It does not change the requirements specified in ISO/IEC 19770-1.

This document can also be used by accreditation bodies for the accreditation of certification bodies. However, this document does not specify requirements or provides guidance for accreditation bodies to audit certification bodies.

A certification body providing ITAMS certification is expected to be able to demonstrate fulfilment of the requirements specified in this document, in addition to the requirements in ISO/IEC 17021-1.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17021-1:2015, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

ISO/IEC 19770-1, *Information technology — IT asset management — Part 1: IT asset management systems — Requirements*

ISO/IEC 19770-5, *Information technology — IT asset management — Part 5: Overview and vocabulary*

ISO/IEC 20000-1, *Information technology — Service management — Part 1: Service management system requirements*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17021-1 and ISO/IEC 19770-5 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

4 Principles

The principles in ISO/IEC 17021-1:2015, Clause 4 apply.

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