



APMG ISO/IEC 20000 Certification Scheme Requirements and Guidelines for Scope Statements & Certificates

Note – Mandatory requirements are identified in bold and italics

Explanatory notes are in normal font.

1. Preferred Format

The preferred format for a certification scope in the APMG Scheme is:

‘The service management system of <service provider> supporting the provision of <services> to <customers> from <location>’

Instead of a list of services, an alternative format is, ‘The service management system of <service provider> supporting the provision of services to <customer> from <location> in accordance with the service catalogue.’

If the service catalogue is mentioned in the scope, no individual service names should be given. The service catalogue may also contain the list of customers.

2. Scopes for publication on the APMG Scheme website

It is the service management system (SMS) that is certified, not the services. Some certificates have pre-printed words which state this, so they are not repeated in the text of the scope submitted to APMG.

In these cases, scopes published on the Scheme website will have a preamble inserted reading ‘The IT service management system supporting the provision of ...’ or similar words and phrases. The published scope may also contain other information pre-printed elsewhere on the certificate to ensure that the context of the scope is clear.

Scope submitted which have been translated into English may be slightly modified by APMG to improve the translation. Such modifications will not alter the context of the submitted scope. Generally it will not be necessary for the certificate to be re-issued as a result of minor re-translations. Where a translation cannot be easily modified, the RCB will be contacted to discuss an alternative translation.

Where APMG Technical Assessors identify an issue with a submitted scope, clarification will be sought from the RCB. If possible, the assessors will provide a suggested alternative scope. A maximum of three attempts per application are permitted to find an agreement before the Scope will be withdrawn and the RCB charged for a Scope Review at the current rates.

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The assessors understand that problems may be caused by asking for a scope to be charged following certification.

RCBs are therefore encouraged to submit planned scopes to APMG in advance of the certification so that these can be ratified at an early stage in the certification process.

Minor differences may exist between the scope as published on the website and that on the certificate. These differences will generally be caused by changes to English grammar and syntax, or the addition of the preamble and other information, and will not affect the context of the scope.

3. Common Issues

There are several common issues with submitted scopes. Scopes which do not conform to the following will be returned for clarification, and may not be accepted under the Scheme.

Requirement: The Certificate must be in the name of a single legal entity. If the services supported by a single SMS are provided under different company names, the RCB must ensure that there is no conflict of interest or risk to the integrity of the SMS. In these situations the scope may specify the service provider name as follows: 'The service management system of Company A also trading as Company B and Company C ...' or similar. Alternatively, certificates may be issued in the names of the individual companies provided the certificates have the same serial number with a suffix to differentiate them. For example, the certificate numbers 1234/A and 1234/B.

Requirement: When services described in a scope are limited to internal customers only, this must be specified. Customer names need not be specified in the scope. Locations in the scope can apply to customers and/or service provider locations depending on the relevance.

Requirement: Subjective, marketing or redundant phrases are not permitted. For example, 'provision of high quality services ...', 'mission-critical services ...', 'high availability services ...', and similar phrases are not allowed. Product names may be accepted where they add clarity to the scope definition.

Lengthy lists of activities are discouraged, although it is acknowledged they are sometimes necessary.

Please note that it is the SMS supporting the provision of **services** that is certified, not 'solutions' or 'systems'. References to business processes supported by the services should be kept to a minimum.

Phrases such as 'including all the processes' and similar are redundant and will be removed.

Requirement: Do not mention activities like consultancy, application development, project management or similar. These are generally not services supported by a service management system (SMS) and if they appear in a scope, justification will be requested.

Requirement: Do not mention process names, clause names or activities such as 'design', 'improvement', 'development', 'delivery' and similar. Certification will always cover all activities of the standard and prominence should not be given to some activities over others. Where a genuine service has the same name as a process, then it must be clearly identified as a service.

Requirement: Do not refer to SMS documentation in the scope (with the exception of the service catalogue.) Documents such as SLAs, contracts, etc. are common to every SMS, and phrases such as, 'in accordance with SLA/contract' are meaningless. When the service catalogue is mentioned, **do not** give its version number or date since the scope always refers to the current version.

Requirement: Do not mention other frameworks in the scope. A common example is mention of ITIL® which is meaningless in this context, and is also a registered trademark. ITIL® is a registered trademark of AXELOS Limited.

Requirement: Do not use vague phrases like 'such as', 'including', 'etc.' These imply that there are other services included in the scope which are NOT being described.

Requirement: Agreed changes to a certificate scope must be published in the certificates issued by the RCB. APMG assessors will provide guidance as to how this is to be achieved, based on the nature of the required changes. In some cases, it may be agreed that the re-issue can be held off until the next audit.

Please note that, in general, it can be very difficult to document an accurate scope which directly aligns with scopes from other standards such as ISO 9001 and ISO/IEC 27001.

In general, keep the scope short, clear and to the point, and follow the APMG preferred format as far as possible.

4. ISO/IEC 20000 References

- a) Requirement from ISO/IEC 20000-1:2011 (Part 1 Clause 4.5.1):
 - Name of organisational unit providing the services
 - Services to be delivered
- b) Consider also:
 - Location(s) the service is delivered from
 - The customer and their location(s)
 - Technology used to deliver the services

ISO/IEC 20000-3:2012 ('Part 3') also gives guidance on this subject.

5. Aligning Certificate Dates

If you are applying to renew certificates (Re-certification) please note that APMG is aligning the certificate dates with ISO17021:2015 Clause 9.6.3.2.3 so that the audit may be completed and a decision made prior to the previous certificate expiry date. This means that the new certificate date will be continuous from the previous one, that is, it will mean that the certified period will be no longer than 3 years.

Applications received with expiry dates of more than 3 years, even by one day, will have the expiry date amended to reflect the above, that is, the certificate expiry date will be shown as exactly 3 years from the certificate start date.

Document Change Log		
Version	Changes	Date
1.0	Original	February 2012
1.1	Clarifications	June 2012
1.2	Mandatory requirements added. Explanatory notes and clarifications added.	July 2013
1.3	Logo and copyright acknowledgements updated	January 2014
1.4	Conditions for multiple certifications added. 'IT' removed from recommended form of scopes. General Clarifications	July 2015
1.5	Time allowed for Scope agreement added. Aligning Certificate Dates added.	June 2016