APMG Registered Certification Body (RCB) Transition Statement

APMG RCBs will be aware of the recent publication of ISO/IEC 20000-1:2018 & the publication of ISO/IEC 20000-6:2017. Both these International Standards are key requirements of registration to the APMG ISO/IEC 20000 scheme.

Accordingly, APMG is publishing its requirements for the transition to these two International Standards:

ISO/IEC 20000-1:2018 Transition Arrangement

1. APMG RCBs are required to demonstrate the competency of their APMG ISO/IEC 20000 Auditors through an internal or external ISO/IEC 20000-1:2018 training course together with an examination and its results to provide evidence of competence.

2. APMG RCB should be able to demonstrate a plan to undertake ISO/IEC 20000-1:2018 transition audits with the aim of all APMG ISO/IEC 20000-1:2011 certified clients to have been transitioned on or before 29 September 2021.

3. APMG RCBs should ensure that no further initial and recertification audits will take place after 31 March 2020.


ISO/IEC 20000-6:2017 Transition Arrangement

1. The APMG Terms & Conditions have been revised to reflect the key requirements of ISO/IEC 20000-6:2017.

2. APMG RCBs are required to ensure that their management systems support both, the APMG Terms & Conditions and the requirements of ISO/IEC 20000-6:2017 by 30 June 2019.

APMG RCBs should be advised that they are expected to comply with the Terms & Conditions from the publication date of 10th January 2019.

The next round of APMG RCB Audits for 2019 / 2020 will focus on conformity with ISO/IEC 20000-6:2017 & with compliance with the APMG RCB Terms and Conditions. These audits may be on-site audits or through an online audit (but not a document review of the NAB Assessment Report) which will give APMG confidence that all RCBs have been assessed as meeting the requirements of ISO/IEC 20000-6:2017 & the APMG RCB Terms and Conditions.

This approach is consistent with the IAF Transition Arrangement, which is expected to be completed on 6 June 2019 & can be subject to an APMG RCB Audit in 2019/2020.
ANNEX 1: IAF ISO/IEC 20000-6 & ISO/IEC 20000-1 Transition Processes


The General Assembly further resolved that the transition period for the implementation of ISO/IEC 20000-6:2017 be two years from the date of publication, i.e. 06 June 2017.


IAF Resolution 2018-14 – (Agenda Item 9) Transitional Arrangements for ISO/IEC 20000-1:2018

The General Assembly, acting on the recommendation of the Technical Committee, resolved that the Transitional Arrangement for the Revision of ISO/IEC 20000-1 Information technology – Service management -- Part 1: Service management system requirements, be 3 years from 30th September 2018 (the starting date of transition).

All ISO/IEC 20000-1:2011 accredited certificates shall expire or be withdrawn no later than 29th September 2021 (the end of the transition period).

Within this transition timeline:

- ABs shall be ready to carry out transition assessments for ISO/IEC 20000-1:2018 within 8 months from 30th September 2018 (the starting date of transition).
- CABs seeking accreditation to the new standard shall complete the transition with ABs for ISO/IEC 20000-1:2018 within 18 months from 30th September 2018 (the starting date of transition).
- CABs shall cease conducting initial and recertification audits to the ISO/IEC 20000-1:2011 18 months from 30th September 2018 (the starting date of transition).