

STQC Certification Scheme Guidelines
for
Transition from ISO/IEC 20000-1:2005 to ISO/IEC 20000-1:2011

Subsequent to the release of new ITSMS standard ISO/IEC 20000-1:2005, few provisions need to be described in STQC ITSMS certification scheme for existing and potential clients. Since RvA or IAF has not issued any guidelines for transition period, these transition provisions are being incorporated.

Existing Clients

- Audits and re-certifications of already certified organizations will still be permitted using ISO/IEC 20000-1:2005 up to June 1, 2013 to allow organizations the time to adapt to meet the new requirements. After *01 June 2013*, audits and re-certifications using the ISO/IEC 20000-1:2011 only will be conducted.
- Organizations previously certified against ISO/IEC 20000-1:2005 must have their certification upgraded to ISO/IEC 20000-1:2011 by *01 June 2013*. From that date, certificates against ISO/IEC 20000-1:2005 will no longer be valid.
- Meanwhile certified organizations willing to upgrade to new standard can make request to STQC for an assessment against new standard which preferably can be taken up during their surveillance/recertification.

New Applications for ITSMS Certification :

- After June 1, 2012, new applications shall be accepted against new standard only. Presently there may be applications which are under various phases of certification process, keeping STQC transition arrangements in view, following time frame shall be followed for various certification process related activities against ISO/IEC 20000-1:2005 standard:

Sl.No.	Activity	Time Frame
1.	Acceptance of new application	Up to April 1, 2012
2.	Completion of audit process (including stage II audit)	Up to April 30, 2012,
3.	Issue of Certificate	Up to May 30, 2012

- Certificates issued to ISO/IEC 20000-1:2005 shall have a maximum validity until June 1, 2013

For cases needing any deviations from these guidelines, prior approval of DG, STQC/Chairman Certification scheme is required.