

ISO CERTIFICATION

ISO 20000 Certification

Document Checklist for ISO Certification

For IT Service Management System (ITSMS) certification under ISO 20000, applicable to IT service providers.

Documents Required

- Business registration/incorporation proof
- Details of IT services offered and scope of certification
- Service management policy of the organisation
- Service catalogue/service level agreements (SLAs) with clients
- Incident and problem management records
- Change management process documentation
- Organisation chart with IT service roles and responsibilities
- Existing IT infrastructure and process documentation, if any

Note: The above list indicates commonly required documents. Additional documents may be requested by the certification body during the audit process depending on the specific case. Expert Registration confirms the exact requirement after a brief consultation.