

Conversion Arrangements for ISO/IEC 20000-1:2018 Information technology -- Service management

The International Organization for Standardization (ISO) officially released ISO/IEC 20000-1:2018 in September 2018. This is the international management system standard in the field of information technology-service management. It specifies requirements for an organisation to plan, design, transit, deliver and improve the services to meet the service requirements and deliver value in the information technology sector.

(<https://www.iso.org/standard/70636.html>)

As per International Accreditation Forum (IAF) resolution 2018-14, a 3-year conversion period from 30 September 2018 has been agreed for ISO/IEC 20000-1:2011 certifications to convert to ISO/IEC 20000-1:2018 certifications.

If you are currently certified to ISO/IEC 20000-1:2011 by HKQAA, you will need to convert to ISO/IEC 20000-1:2018 as ISO/IEC 20000-1:2011 will be withdrawn. We will endeavor to assist you to ensure a smooth transition to meet the requirements of the new standard.

A 'Frequently Asked Questions - For the conversion from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018' is also posted in our website for your reference. Should you have any further inquiry, please feel free to contact us.