

Frequently Asked Questions –
For the conversion from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018

- Q. What will happen to ISO/IEC 20000-1:2011 after the release of ISO/IEC 20000-1:2018?
- A. ISO/IEC 20000-1:2011 will be considered as invalid beginning 30 September 2021.
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- Q. Is there any transition period for converting to ISO/IEC 20000-1:2018?
- A. Starting from 30 September 2018, there will be a three-year period for the organisations certified to ISO/IEC 20000-1:2011 to convert to ISO/IEC 20000-1:2018. During the conversion period, organisations can select to have the conversion audits in conjunction with scheduled ISO/IEC 20000-1:2011 audits (SV or REA) or a special audit. Initial certification audit with respect to ISO/IEC 20000-1:2018 will be required after the expiry of ISO/IEC 20000-1:2011 certificate.
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- Q. At what time will the conversion audit be scheduled?
- A. The conversion audit will be arranged during your routine ISO/IEC 20000-1:2011 surveillance or renewal audits upon request and which will become mandatory after 30 March 2020.
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- Q. What preparation is needed of the organisations for the conversion audit?
- A. The organisation shall update their relevant system documents, inform the relevant employees of the update and implement the changes.
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- Q. Will nonconformity(ies) be raised against the requirements in ISO/IEC 20000-1:2011 or ISO/IEC 20000-1:2018 during the conversion audit?
- A. During the conversion audit, auditors will raise nonconformities if it is found that either the requirements of ISO/IEC 20000-1:2011 or requirements of ISO/IEC 20000-1:2018 are not fulfilled. And our normal nonconformities and corrective action plans handling processes will be followed.
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- Q. What are the criteria for granting ISO/IEC 20000-1:2018 certificate?
- A. The decision to issue certification to ISO/IEC 20000-1:2018 will be made once actions in respect of all outstanding non-conformities have been reviewed, accepted and verified.