Base Standard Program	
ISO/IEC 20000-1 Information Technology Service Management Systems CB Application for Accreditation	
FA 5002 Authority: Accreditation Manager Effective: 2016/07/15	

Section 1: CB Name, Contact Information, and Processing Fees

CB name:

Street address:

City:

State/province:

Postal code:

Country:

Name of person completing application:

Email:

Application fee: $5,000

Fees are payable when purchasing application

Application and all supporting documents shall be submitted in English.

Instructions on application process are at www.anab.org; click on Become a Certification Body.

Application shall be obtained through ANAB's Enterprise Quality Manager (EQM) database at http://anab.jadianonline.com and completed electronically (including submission of all supporting evidence) and submitted to ANAB via EQM. Instructions on how to obtain and upload the application in EQM can be found at www.anab.org; under Documents, select Heads Up and click on issue 72.

If the completed application is not accepted by ANAB after three reviews, the application will be declined. The CB may re-apply (including payment of application fees) after 60 days.

For details on this ANAB accreditation program, refer to Accreditation Rule 25 (at www.anab.org, under Documents select Accreditation Rules).

Section 2: ISO/IEC 17021 Requirements for CBs Not ISO/IEC 17021 Accredited by ANAB

Provide evidence that the CB's certification system includes the requirements of ISO/IEC 17021.

___ Not applicable – mark X at left if CB is already an applicant or accredited by ANAB for another program and proceed to Section 3.

Requirement	To Be Completed by CB		To Be Completed by ANAB
	Refer to Supporting Documents Including Specific Section References	**Comment/Response**	**Comment/Response**
1. Execute (signed) ANAB CB Applicant Agreement, which can be found in EQM under Reference Documents. An electronic signature is acceptable but a typed name is not. If the signature is handwritten, scan the signed document and attach to application electronically.	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
2. Completed ISO/IEC 17021 Requirement Matrix, which can be found in EQM under Reference Documents.	**Initial Response**		
			Approved? ANAB-specific comments will be included on completed ISO/IEC 17021 Requirement Matrix
	Second Response		
			Approved?
	Final Response		
			Approved?
3. Completed impartiality analysis of relationships to other parts of the company and to other organizations and/or individuals. Requirement: ANAB Accreditation Rule 10	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
4. Evidence that the committee responsible for impartiality reviewed the impartiality analysis (referred to in 3, above). Requirement: ISO/IEC 17021, 6.2	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
5. Provide names of members on committee established to safeguard impartiality, including key interest group each person represents. It is the CB's responsibility to notify ANAB of any	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		

Requirement	To Be Completed by CB		To Be Completed by ANAB
	Refer to Supporting Documents Including Specific Section References	Comment/Response	Comment/Response
changes. Requirement: ISO/IEC 17021, 6.2			Approved?
6. Current list of organizations to which CB outsources work associated with management systems certification. Requirement: ISO/IEC 17021, 7.5	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
7. Copy of enforceable arrangements with each organization. Requirement: ISO/IEC 17021, 7.5	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?

Section 3: ITSMS CB Requirements

Provide evidence that the CB's certification system includes the requirements of ISO/IEC 20000-1 for ITSMS certification.

Requirement	To Be Completed by CB		To Be Completed by ANAB
	Refer to Supporting Documents Including Specific Section References	Comment/Response	Comment/Response
1. Provide revised ISO/IEC 17021 Requirement Matrix, which can be found in EQM under Reference Documents, with document references revised to address this program highlighted. Also include copy of documents that were revised. Note: Disregard if provided in Section 2 above.	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
2. Identify CB personnel with competence to manage program for ISO 20000-1 ITSMS certification. Requirement: ISO/IEC 17021, 7.2.1	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
3. Provide list of ISO/IEC 20000-1 auditors CB plans to use, including evidence of competence. Requirement: ISO/IEC 17021, 7.2.2 and 7.2.7	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
4. Provide information about person or group that will make decisions on certification for ISO/IEC 20000	**Initial Response**		
			Approved?

ITSMS, including evidence of competence. Requirement: ISO/IEC 17021, 7.2.9	**Second Response**		
			Approved?
	Final Response		
			Approved?
5. Provide information on CB's requirements for ISO/IEC 20000-1 ITSMS certification. Requirement: ISO/IEC 17021, 8.6.1	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
6. Provide copy of CB's client application form for ISO/IEC 20000-1 ITSMS. Requirement: ISO/IEC 17021, 9.2.1	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
7. Provide information about CB's process for application review, including determination of competencies needed, and appointment of audit team members and individuals to make ISO/IEC 20000-1 ITSMS certification decisions. Requirement: ISO/IEC 17021, 9.2.2	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
8. Provide information about CB's process for determining audit days for ISO/IEC 20000-1 ITSMS certification audits. Requirement: ISO/IEC 17021, 9.1.4	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
9. Provide information about CB's process for determining sampling plan for multiple sites for ISO/IEC 20000-1 ITSMS certification audits. Requirement: ISO/IEC 17021, 9.1.5	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
10. Provide copy of ISO/IEC 20000-1 ITSMS certification documents. Requirement: ISO/IEC 17021, 8.2.3	**Initial Response**		
			Approved?
	Second Response		
			Approved?
	Final Response		
			Approved?
11. If CB has issued certificates (unaccredited or accredited by another AB) prior to accreditation by	**Initial Response**		
			Approved?

ANAB, provide plan to transition them to ANAB-accredited certificates.	**Second Response**		
			Approved?
Requirement: MA 5000, Article 6	**Final Response**		
			Approved?

Section 4: CB Management Endorsement

Submission steps:

1. Verify responses to all questions are complete and all required information (attachments) is included.

2. Upload application to EQM (http://anab.jadianonline.com). Instructions on how to upload the application and supporting evidence to EQM can be found at www.anab.org; under Documents, select Heads Up and click on issue 72.

3. The initial (off site) document review takes approximately two weeks.

4. The CB will be notified when the review is complete.

CB management who completed the application and determined that the information meets all applicable requirements:

Name:

Title:

Date: