



BSI Standards Publication

Information technology — IT asset management

Part 11: Requirements for bodies providing audit and certification of IT asset management systems

National foreword

This British Standard is the UK implementation of ISO/IEC 19770-11:2021.

The UK participation in its preparation was entrusted to Technical Committee IST/15/-/9, Information technology asset management.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

© The British Standards Institution 2021
Published by BSI Standards Limited 2021

ISBN 978 0 539 06669 2

ICS 03.120.20; 35.080

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 June 2021.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

INTERNATIONAL STANDARD

ISO
19770-11

First edition
2021-06-08

Information technology — IT asset management —

Part 11: Requirements for bodies providing audit and certification of IT asset management systems

Technologies de l'information — Gestion de biens de logiciel —

*Partie 11: Exigences pour les organismes procédant à l'audit et
à la certification des systèmes de management de la gestion des
actifs logiciels*



Reference number
ISO 19770-11:2021(E)

AVA **Documents**
Document Sharing Hub
© ISO 2021



COPYRIGHT PROTECTED DOCUMENT

© ISO 2021, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Principles	1
5 General requirements	2
5.1 Legal and contractual matters	2
5.2 Management of impartiality	2
5.2.1 General	2
5.2.2 SM5.2.2 Conflicts of interest	2
5.3 Liability and financing	2
6 Structural requirements	2
7 Resource requirements	3
7.1 Competence of personnel	3
7.1.1 General considerations	3
7.1.2 Determination of competence criteria	3
7.1.3 Evaluation processes	5
7.1.4 Other considerations	6
7.2 Personnel involved in certification activities	6
7.3 Use of individual external auditors and external technical experts	6
7.4 Personnel records	6
7.5 Outsourcing	6
8 Information requirements	6
8.1 Public information	6
8.2 Certification documents	6
8.2.1 General	6
8.2.2 SM8.2.2 Scope definition	6
8.3 Reference to certification and use of marks	6
8.4 Confidentiality	7
8.4.1 General	7
8.4.2 SM8.4.2 Access to the client's documents, including records	7
8.5 Information exchange between a certification body and its clients	7
9 Process requirements	7
9.1 Pre-certification activities	7
9.1.1 Application	7
9.1.2 Application review	7
9.1.3 Audit programme	7
9.1.4 Determining audit time	7
9.1.5 Multi-site sampling	10
9.1.6 Multiple management systems standards	11
9.2 Planning audits	11
9.2.1 Determining audit objectives, scope and criteria	11
9.2.2 Audit team selection and assignments	11
9.2.3 Audit plan	11
9.3 Initial certification	12
9.3.1 General	12
9.3.2 SM9.3.2 Identification of other parties	12
9.3.3 SM9.3.3 Integration of ITAMS documentation with that for other management systems	12
9.4 Conducting audits	12

9.4.1	General.....	12
9.4.2	Conducting the opening meeting.....	12
9.4.3	Communication during the audit.....	12
9.4.4	Obtaining and verifying information.....	13
9.4.5	Identifying and recording audit findings.....	13
9.4.6	Preparing audit conclusions.....	13
9.4.7	Conducting the closing meeting.....	13
9.4.8	Audit report.....	13
9.4.9	Cause analysis of nonconformities.....	13
9.4.10	Effectiveness of corrections and corrective actions.....	13
9.5	Certification decision.....	13
9.6	Maintaining certification.....	13
9.7	Appeals.....	13
9.8	Complaints.....	13
9.9	Client records.....	14
10	Management system requirements for certification bodies	14
	Annex A Knowledge and skills for ITAMS auditing and certification	15
	Bibliography	16

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, subcommittee SC 7, *Software and systems engineering*.

A list of all parts in the ISO/IEC 19770 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

This document is for use by certification bodies for auditing and certifying a management system for IT asset management (ITAM), referred to as an “IT asset management system” (ITAMS) in accordance with [ISO/IEC 19770-1](#). It can also be used by accreditation bodies when assessing certification bodies. It is intended to be used in conjunction with ISO/IEC 17021-1, which sets out criteria for certification bodies providing audit and certification of management systems. This document provides requirements additional to those in ISO/IEC 17021-1.

Correct application of this document enables certification bodies to harmonize their application of ISO/IEC 17021-1 for audits against [ISO/IEC 19770-1](#). It will also enable accreditation bodies to harmonize their application of the standards they use to audit certification bodies.

This document follows the structure of ISO/IEC 17021-1, as far as possible. The requirements additional to those in ISO/IEC 17021-1 are identified by subclauses titles that include “SMxxx”.

ISO/IEC 17021-1 and this document use the term “client” for the organization seeking certification.