



IRCA

INTERNATIONAL
REGISTER OF
CERTIFICATED
AUDITORS



Certification as an
Information Technology
Service Management Auditor



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The information detailed within this document was correct at time of publication. For more details about this programme and other services we provide, we advise you to see the IRCA website at www.irca.org.

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1.

General Information – the IRCA ITSMS Auditor Scheme

IRCA and Auditor Certification

The role of the ITSMS auditor:

The role of the ITSMS auditor is to provide value for the auditee, the auditee's clients/ stakeholders and the auditor's employer.

The ITSMS auditor provides this value by assessing an organization's capability to design and supply IT services that consistently meet customer needs. This is achieved through the accurate assessment of the organisation's ongoing capability to establish and implement IT service management policy and objectives for service performance including the design, transition, delivery and improvement of services that fulfil service requirements, including a recommendation as to the organisation's conformance or otherwise to ISO 20000 (or equivalent); risks or problems that may prevent organisations from meeting its defined IT service management policies and objectives; meaningful opportunities for improvement and change that have not been identified.

Our award of certification means we have recognized that you understand and have the training and experience to perform this role (depending on the grade awarded). As part of the certification process we will evaluate you against requirements which reflect the key skills, knowledge and experience which you, the ITSMS auditor, need to have and demonstrate during an audit..

The IRCA ITSMS auditor scheme is based on:

- ISO 20000 (current edition), *IT Service Management Systems - Requirements*
- ISO 19011 (current edition), *Guidelines on Management Systems Auditing*
- ISO 17021 (current version), *Requirements for bodies providing audit and certification of management systems*

The scope of certification is general, i.e. it does not include nor does it require any industry sector specific competences. You may select from a list up to 6 standard industry sectors within which

you have acquired work experience.

These details, although included within the register, are self-declarations and are outside the scope of certification.

The details of all certified auditors are included within a register which is publicly available.

The Scheme is intended for:

- IT Service Management System Auditors, e.g. those employed by third party certification bodies/registrars or by purchasing organizations.
- IT Service Management Practitioners, e.g. IT Service Management consultants, and other IT Service Management personnel.
- Employees conducting IT service management system audits within their own organization, i.e. internal audits.

This document provides you (new applicants and existing IRCA certified auditors) with information and instruction, s on:

- the certification process and how to apply
- the requirements for initial certification
- the requirements for renewal of certification, including CPD requirements
- the types of audits acceptable for certification
- fees
- the Code of Conduct

Certification within the ITSMS Scheme is available, without restriction, to all individuals world-wide who satisfy the certification requirements.



2.

ITSMS Auditor Certification Grades

The ITSMS Programme

The ITSMS Scheme has six grades of certification:

- ITSMS Provisional Internal Auditor
- ITSMS Internal Auditor
- ITSMS Provisional Auditor
- ITSMS Auditor
- ITSMS Lead Auditor
- ITSMS Principal Auditor

ITSMS Provisional Internal Auditor

Who is suited to this grade?

This is an entry or training grade for internal auditors who do not yet have the necessary internal (partial system) auditing experience required for certification to the Internal Auditor grade. Many internal auditors start at this grade after initial training as the first step.

Summary requirements:

Education

- At least secondary education

Work Experience

- Five years, or 4 years with a degree or near degree
- One year of IT service management related work experience

Auditor Training

- An IRCA certified ISO 20000 Foundation course or accepted alternative
- An IRCA certified ITSMS Foundation course or accepted alternative plus an IRCA certified Internal ITSMS Auditor course or acceptable alternative
Or
- An IRCA certified ITSMS Auditor/Lead Auditor course or accepted alternative

Auditing Experience

None.

We have listed below the descriptions of the characteristics of each grade. You will find a more comprehensive description of these in the next section 'Initial Certification'.

ITSMS Internal Auditor

Who is suited to this grade?

You should consider this grade if you conduct internal (partial system) audits of your organization's ITSMS. Usually you will not be a full-time auditor. This grade is a natural progression from the Provisional Internal Auditor grade for internal auditors and you should apply for regrade (from Provisional Internal Auditor) as soon as you have completed the internal auditing experience (see below).

Summary requirements:

Education

- At least secondary education

Work Experience

- Five years, or 4 years with a degree or near degree
- One year of IT service management related work experience

Auditor Training

- An IRCA certified ITSMS Foundation course or accepted alternative plus an IRCA certified Internal ITSMS Auditor course or acceptable alternative
Or
- An IRCA certified ITSMS Auditor/Lead Auditor course or accepted alternative

Auditing Experience

- Five audits totalling at least 15 hours.

ITSMS Provisional Auditor

Who is suited to this grade?

This is the entry or training grade, and you should consider this if you intend to make auditing your career. The grade recognizes you to have the appropriate personal attributes, educational, professional and technical competences but have not yet had sufficient opportunity to meet the auditing experience requirements necessary for certification to the other grades. Most career auditors start at this grade and it is seen as the first step.

Summary requirements:

Education

- At least secondary education

Work Experience

- Five years, or 4 years with a degree or near degree
- Two years of IT service management related work experience including demonstrable experience and/or knowledge of ITIL (refer to note 1 on page 5).

Auditor Training

- An IRCA certified ITSMS Auditor/Lead Auditor course or accepted alternative
Or
- An IRCA certified ITSMS Auditor Conversion course or accepted alternative, plus an IRCA certified Management Systems Auditor/Lead Auditor course to any other standard (QMS, EMS etc)

Auditing Experience

- None.

ITSMS Auditor

Who is suited to this grade?

This grade is a natural progression from the provisional grade and you should apply for regrade (from Provisional Auditor) as soon as you have completed the required experience auditing full systems. This grade recognizes you as a competent auditor, contributing as an effective member of an audit team. It is regarded as the next step in the career ladder and most auditors who hold this grade intend to move onto either the Lead or Principal auditor grade.

Summary requirements:

Education

- At least secondary education

Work Experience

- Five years, or 4 years with a degree or near degree
- Two years of IT service management related work experience including demonstrable experience and/or knowledge of ITIL (refer to note 1 on page 5).

Auditor Training

- An IRCA certified ITSMS Auditor/Lead Auditor course or accepted alternative
Or
- An IRCA certified ITSMS Auditor Conversion course or accepted alternative, plus an IRCA certified Management Systems Auditor/Lead Auditor course to any other standard (QMS, EMS etc)

Auditing Experience

- Four audits as an auditor-in-training totalling 20 days, 10 days minimum on-site.

ITSMS Lead Auditor

Who is suited to this grade?

This grade is reserved for competent auditors experienced at managing audits and leading teams. Most auditors working for certification bodies are Lead Auditors. Additionally, many auditors who lead teams in performing whole system internal audits chose this grade. It is regarded as the next step in the career ladder and most individuals who hold this grade have moved on from the Auditor grade after gaining the required team leader experience.

Summary requirements:

Education

- At least secondary education

Work Experience

- Five years, or 4 years with a degree or near degree
- Two years of IT service management related work experience including demonstrable experience and/or knowledge of ITIL (refer to note 1 on page 5).

Auditor Training

- An IRCA certified ITSMS Auditor/Lead Auditor course or accepted alternative
Or

- An IRCA certified *ITSMS Auditor Conversion course* or accepted alternative, plus an IRCA certified Management Systems Auditor/Lead Auditor course to any other standard (QMS, EMS etc)

Auditing Experience (in total, i.e. assuming you do not currently hold the ITSMS Auditor grade)

- Four audits as an auditor-in-training totalling 20 days, 10 days minimum on-site
- Three audits as lead auditor-in-training totalling 15 days, 10 days minimum on-site.

ITSMS Principal Auditor

Who is suited to this grade?

This grade is designed as an alternative to the Lead Auditor grade and is intended to recognize the considerable experience and competence of two categories of auditors who operate on their own (i.e. as a team of one, performing sole audits);

- Auditors with a background in IT service management consulting (whose key competencies are implementing IT service management systems and performing all aspects of the audit process without assistance)
- Auditors with a background in leading audit teams (as lead auditors) but who now audit on their own (whose key competences are audit management team leadership).

We consider this Principal Auditor and Lead Auditor grades as being, on balance, of an equivalent standard and we do not intend that auditors hold the Principal Auditor and Lead Auditor grade, or any other grade, at the same time.

Summary requirements:

Education

Consultant route:

- A degree or near degree

or

Team leader route:

- Five years, or 4 with a degree or near degree.

Work Experience

Consultant route:

- Six years of IT service management related work experience
- Demonstrable experience and/or knowledge

of ITIL (refer to note 1 on page 5).

or

Team leader route:

- Five years, or 4 years with a degree or near degree
- Two years of IT service management related work experience including demonstrable experience and/or knowledge of ITIL (refer to note 1 on page 5)

Auditor Training

- An IRCA certified *ITSMS Auditor/Lead Auditor course* or accepted alternative
Or
- An IRCA certified *ITSMS Auditor Conversion course* or accepted alternative, plus an IRCA certified Management Systems Auditor/Lead Auditor course to any other standard (QMS, EMS etc)

Auditing Experience

Consultant route:

- Seven sole or lead audits totalling 35 days of which a minimum of 20 days must have been on-site (these numbers assume you do not currently hold the ITSMS Auditor or ITSMS Lead Auditor grade)

or

Team leader route:

- Six years certified to the Lead Auditor grade
- Three sole audits where you were required to demonstrate effective audit management skills within complex and demanding situations.

Note 1: We will accept an ITIL training course certificate as demonstrable knowledge, or role specific information included within your CV. Please ensure you include one of these within your application.

3.

Initial Certification

We will evaluate your application based on your demonstration of the competencies¹ needed for effective audit of IT service management systems. You may demonstrate these competencies through a combination of education, work experience, auditor training and audit experience. Unless indicated, we will accept a less comprehensive coverage of the scope and depth of competences for the ITSMS internal auditor grades..

ITSMS auditor competences

IT Service Management Related

- Understand the relationship between organizational objectives and the delivery of supporting IT systems and services
- Understand the concepts of organizational governance through financial management and risk management
- Understand the principles of IT service provision and typical technologies underpinning business information systems
- Able to evaluate IT service management system requirements by examining the service management plan, catalogue of services and service level agreements
- Able to evaluate the effectiveness of processes for managing risks and how capacity plan(s), service continuity plan(s), information security policy and documented information security controls avoid, transfer or mitigate identified service risks
- Able to scrutinize budgeting and accounting for services processes

IT Service Management Systems Related

- Understand from the auditee's point of view the role of an IT service management system in improving service management performance.

Management Systems Audit Related

- Able to apply audit principles, procedures and techniques to ensure IT service management system audits are planned, conducted, reported and followed up as appropriate to different audit situations and in a consistent and systematic manner
- Able to comprehend the auditee's operational context and the technological context in which the audit is being conducted
- Able to apply relevant laws, regulations and other requirements to the organisation being audited
- Able to facilitate the efficient and effective conduct of an audit (team leaders)

¹You will find a more complete listing of the competencies in ISO 19011

²We use the UK definition of a degree as the degree benchmark. But we recognize that not all degrees awarded in the UK and in other countries meet this standard. Many fall just short, either in content or in duration and we call these 'near degrees'. For the purposes of this Scheme we recognize a near degree as meeting the tertiary education requirement.

Education

General education:

For all grades except ITSMS Principal Auditor (consultant route):

You need to have completed a minimum of secondary education. If you have a degree or near-degree² level qualification, we will reduce the requirement for work experience. Acceptable qualifications include those awarded by an institution, recognized by a national governmental body or accredited by a national professional body.

For ITSMS Principal Auditor grade (consultant route):

You need a degree, near degree or acceptable equivalent. All post graduate diplomas, undergraduate and post graduate degrees awarded in a relevant subject will normally be accepted.

Work Experience

General, relevant work experience:

For all grades except ITSMS Principal Auditor (consultant route):

You need to have at least 5 years of relevant work experience, this is reduced to 4 years if you have a degree or near degree. We consider relevant work experience to be a technical, managerial or professional position where you are required to exercise judgement, solve problems and communicate with other managers, employees, customers and stakeholders.

For ITSMS Principal Auditor (consultant route):

You must have at least 6 years of work experience, all of which must be IT service management related work experience.

IT work experience:

For all grades except ITSMS Provisional Internal Auditor, ITSMS Internal Auditor and ITSMS Principal Auditor (consultant route):

You must also have completed 2 years (which may be included as part of the 4 or 5 years total work experience) within a context where IT and IT issues formed the major part of the job. Such experience must have provided you with the practical knowledge necessary to audit ITSM systems effectively.

For ITSMS Provisional Internal and Internal Auditor grades:

You must also have completed 2 years (which

may be included as part of the 4 or 5 years total work experience) within a context where IT and IT service management issues formed the major part of the job. Such experience must have provided you with the practical knowledge necessary to audit IT service management systems effectively.

For all grades except ITSMS Provisional Internal Auditor and ITSMS Internal Auditor:

You need to have two years of IT service management related work experience including demonstrable experience and/or knowledge of ITIL (refer to Note 1 page 5).

For ITSMS Provisional Internal Auditor and ITSMS Internal Auditor:

The requirement is for 1 year of IT service management related work experience, and we will accept IT experience of a more general nature.

For ITSMS Principal Auditor (consultant route):

You must be able to demonstrate at least 6 years of work experience acquired within the previous 10 year period that related to the development, implementation, maintenance and auditing of IT service management systems. The significant majority of this work experience must have been conducted at a senior level within an organization. You may have acquired this experience either as an employee or as a contractor.

Because we are looking for evidence of IT service management related competences acquired through working within relevant fields, we will only accept auditing experience as contributing up to a maximum of half of this requirement. You must have acquired the 6 years IT service management experience within the previous 10 years. For all grades, periods of training cannot be included in this work experience requirement.

Auditor Training

For the ITSMS Provisional Internal Auditor and ITSMS Internal Auditor grades:

You must have successfully completed either an IRCA certified ITSMS Foundation course (or an acceptable alternative) and an IRCA certified ITSMS Internal Auditor course (or an acceptable alternative)

or

The training requirement specified for any of the other grades.

For all other grades:

You must have successfully completed an IRCA certified ITSMS Auditor/Lead Auditor course (or an acceptable alternative).

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or

An IRCA certified Auditor/Lead Auditor course (or an acceptable alternative) based on another management system standard (QMS, EMS etc) and an IRCA certified ITSMS Auditor Conversion course (or an acceptable alternative).

If you are already certified as an auditor on one of our other management systems auditor schemes we will only require you to have completed the IRCA certified ITSMS Auditor Conversion course or accepted alternative. Acceptable alternatives include some ITSMS courses approved by other training approval bodies recognised by IRCA.

You should normally have successfully completed auditor training within the 3 year period immediately prior to application for certification. We may accept training completed prior to this period if you provide evidence of recent, relevant work experience and currency of your auditing skills.

We advise you to refer to the IRCA website www.irca.org for a current listing of all IRCA certified training organizations offering IRCA certified ITSMS auditor training courses.

Auditing Experience

For ITSMS Provisional Internal Auditor grade:

No auditing experience is required for certification to this grade.

For ITSMS Internal Auditor grade:

You need to have performed at least 5 internal audits, each of which must have been of at least 3 hours duration and must have included all elements of the audit cycle; audit planning, document review, auditing, interviewing, audit reporting and must not have involved areas or activities that you yourself perform. (However, we will accept audits of activities for which you are directly or indirectly responsible, e.g. as a line manager).

For ITSMS Provisional Auditor grade:

No auditing experience is required for certification to this grade.

For ITSMS Auditor grade:

You need to have performed at least 4 acceptable full system audits. Auditing activity must include document review, preparation and performance of on-site audit activities and audit reporting. The duration of these audits must not be less than 20 days, 10 days of which must have been acquired on-site.

Although we recommend you should complete all of the audits under the direction and guidance³ of an auditor competent as a team leader (currently certified as a lead auditor or who has equivalent competence), we acknowledge that for many auditors this will be very difficult and costly to arrange. Consequently, we will accept a minimum of 1 audit under these conditions. We may require this team leader to attest to your.

For ITSMS Lead Auditor grade:

In addition to the audit requirement for the ITSMS Auditor grade listed above, you must have completed 3 acceptable full system audits as the leader of an audit team which included at least one other auditor. The duration of the 3 lead audits must not be less than 15 days, 10 days of which must have been acquired on-site. Although we recommend you should complete all of the audits under the direction and guidance³ of an auditor competent as a team leader (currently certified as a lead auditor or who has equivalent competence), we acknowledge that for many auditors this will be very difficult and costly to arrange. Consequently, we will accept a minimum of 1 lead audit under these conditions. We may require this team leader to attest to your competence to lead an audit team. If you are already certified to the ITSMS Auditor grade, you need only perform the 3 lead audits as above.

For ITSMS Principal Auditor grade:

For the consultant route, you must have completed a minimum of 7 acceptable full system sole or lead audits totalling 35 days, 20 days of which must have been acquired on-site. If you are already certified to the ITSMS Auditor grade, you need only perform 3 acceptable full system sole or lead audits of a duration not less than 15 days, 10 days of which must have been acquired on-site.

For the team leader route, you must have acquired a minimum of 6 years of experience as a certified lead auditor (exceptionally, we will consider

³Direction and guidance does not mean you must be under constant supervision nor does it mean someone needs to be assigned solely to perform this task.

accepting less than 6 years as a certified lead auditor if you are able to demonstrate a very considerable and comprehensive experience in leading teams within a shorter period) and conducted 3 acceptable full system sole audits, where you were required to demonstrate effective audit management skills in complex and demanding situations. As guidance, we anticipate these to be initial audits of more than 1 day's duration performed within a complex organization.

General Guidance on Acceptance of Audits:

What audits do we accept?

For all grades except ITSMS Lead Auditor:

We will only accept audits performed during the previous 3 year period.

For ITSMS Lead Auditor grade:

You must have acquired the lead audit experience during the previous 2 years. We define 'previous period' as being that period immediately prior to the date we receive your completed application. We must be able to verify all audit experience you submit in your log sheets. Please make sure you include detailed information of the audits you perform and provide sufficient contact details so that we are able to perform the verification.

We will only accept audits that have been performed in accordance with the auditing guidance standard ISO 19011 (or ISO 17021) and against ISO 20000 or an alternative standard we accept as being equivalent. Audits performed against alternative national, international or company standards may be acceptable.

If you are already certified as an Auditor, Lead Auditor or Principal Auditor on one of our other management system auditor schemes (QMS, EMS etc), we will accept audits against other ISO management systems standards (ISO 14001, ISO 9001 etc) or acceptable alternatives where these do not exceed 25% of the ITSMS audit experience requirement. We will accept supplier audits (also known as second party audits), certification audits (also known as third party audits) and internal audits (also known as first party audits). We also accept consultancy audits (see below), which can be performed as first, second or third party audits.

Internal (first party) audits:

For the ITSMS Internal Auditor grade we will accept internal audits performed by you on parts of your own organization or management system where you are independent from the operational activities you are auditing.

We will consider accepting internal audits for other grades providing that, in addition to you being independent from the operational activities you are auditing, the scope of the audit was the full system. So that we can consider your internal audits for acceptance, we advise you to provide us with appropriate and relevant supporting information including:

- An organisation structure diagram of the company showing your independence from the system being audited.
- Confirmation that you had no part in the creation of the system.
- A sample audit report.

Consultancy audits:

We will accept audits performed by you when acting as a consultant for a client if all of the following are satisfied:

- the client (auditee) already had a fully established ITSMS prior to the audit
- you had no part in setting up the ITSMS being audited (except in specific circumstances as described below)
- you were independent of the auditee
- the scope of the audit included all elements of the ITSMS.

We will also accept pre-assessment audits performed by you on an ITSMS that you were involved in developing if the certification body subsequently awarded certification at the first attempt..

Surveillance (partial system) audits:

We do not normally accept surveillance (partial system) audits when submitted for initial certification (except for ITSMS Internal Auditor). However, we do accept surveillance audits for renewal of certification. As a general rule we consider five surveillance audits to be equivalent to one full ITSMS audit, but recognize that some surveillance audits can be very extensive. In such instances, we will accept fewer than five surveillance audits (as being equal to one full ITSMS audit) if you provide us with evidence that supports your claim.

Audits we do not accept:

We do not accept:

- audits of the same ITSMS that are repeated more frequently than once every 12 months, except for ITSMS Internal Auditor where we will accept audits of different parts of the same management system.
- audits of less than one day (6 hours of onsite audit activity exclusive of breaks) duration, except for ITSMS Internal Auditor grade where we will accept audits of 3 hours exclusive of breaks
- gap analysis, close out, follow up visits or audits performed before successful completion of the formal training requirement. of the formal training requirement.

4.

How to Apply

What you do

Request an application pack

We will provide you with an application pack free of charge. Either contact us and we will send it to you by post, or download all the documents yourself from our website.

Tel: +44 (0)20 7245 6833

Fax: +44 (0)20 7245 6755

Email: irca@irca.org

Website: www.irca.org

Complete and submit the application form and documents

When you apply for certification, please complete the forms as instructed, enclose all the additional material requested and send to us with the application fee. At the application stage, please send only the application fee. Do not send the annual certification fee. If your application is successful, we will write and ask you to pay the annual certification fee.

We accept applications and supporting documentation in the following languages:

- English
- Japanese

For all the other languages we will need all correspondence in support of the application to

be in the English language or to be accompanied by certified translations of the originals. This is particularly important for educational qualifications, training courses and audits. All qualifications submitted must be supported by documentary evidence. An example of acceptable evidence would be a good quality photocopy of the original certificate indicating the awarding body, the title and date of the award and the name of the person to whom the award was made. If any of this information is not available or is not clear, we may ask you to supply us with more evidence.

The same applies if a copy of the certificate is not available, for example where it has been lost or destroyed. Acceptable evidence would include an official letter from the awarding body confirming the award. A transcript (i.e. an official, detailed account of the course content) of an award would also be acceptable evidence if it clearly states the date and title of the award.

If no documentary evidence can be supplied by the awarding body, it is unlikely we would accept your qualification.

What we do

We usually take about four weeks to process each application. But that time may vary depending on the time required to verify the information submitted with the application. Giving us all the information we need will speed up the application process.

The process has four parts:

Administrative check

All applications are checked first by our administration staff to make sure you have included all the information we need.

Technical evaluation

Evaluation of technical aspects (eg audit experience) is performed by IRCA's technical experts, the Reviewing Officers. The Reviewing Officers evaluate the information submitted against the certification requirements and perform verification of some or all of this information. At the conclusion of the technical evaluation, the Reviewing Officers will make a recommendation on certification to IRCA. We consider verification to be an essential element supporting the overall credibility of the certification process. Consequently, great care is

taken by the Reviewing Officers in reviewing and verifying applications against all aspects of the certification requirements. We will perform the evaluation as speedily as we can, but sometimes it is not possible to be as quick as we (or you) would like. Processing your application is likely to take longer if you have unusual educational qualifications, if your current (or former) employers are slow to provide verification information or if the auditee organizations are not helpful.

Certification

The process for certification is overseen by the Assessment Manager.)

Offer and award of certification

We will write formally to you with an offer of certification to the appropriate grade. We will send you this offer and ask you to pay your first annual fee. Certification will be awarded when we receive your payment of the annual fee.

Your details are then added to our online register of certificated auditors and we will send you your certification card. Certification will be awarded when we receive your payment of the annual fee.

Your details are then added to our online register of certificated auditors and we will send you your certification card.

5. Fees

Fees are set annually and apply for the calendar year (1 January – 31 December). Contact us direct or see www.irca.org for details of current fees applicable for your country.

Application Fee

We need you to pay this fee when you send in your application. Alternatively, we will invoice you on receipt of your application. This fee covers the costs of the application process and is not refunded if the application is unsuccessful.

Annual Certification Fee

This fee covers the annual cost of administering your certification. We will normally invoice you for this fee when we first offer you certification following your application, and thereafter each year one month⁴ before payment is due.

Application for Regrade Fee

This fee covers the costs of evaluating your regrade. We need you to pay this fee when you submit your request and, as with the application fee, the regrade fee is not refundable. If you are regraded during the year, we will not ask you to pay any further certification fees for that current year. You may request a regrade at any stage during the certification period. There is no regrade fee if we regrade you as part of the (3 year) renewal of certification process.

⁴Except every third year when your renewal is due. We invoice you after we have completed your renewal, on the basis that your grade (and fee) may have changed as a result of renewal.

6.

Renewal of Certification

You must renew your certification every three years, i.e. at the end of the third complete year. We will write to you two months before your certification period expires and ask you to send us your audit and CPD logs and other documents. We will evaluate these against the renewal requirements listed below and make a certification decision. We will then write to you with the results.

The renewal of certification process involves these five requirements::

- Continuing Professional Development (CPD)
- Audit experience
- Declaration of Complaints
- Compliance with the IRCA Code of Conduct
- Payment of the Annual Fee.

Continuing Professional Development (CPD)

For all grades except the ITSMS Provisional Internal Auditor and ITSMS Internal Auditor grade:

You must have completed at least 45 hours of appropriate CPD during the 3 year period immediately prior to renewal of certification. We need you to provide us with evidence that you have met this requirement. (See Appendix I for guidance.)

For both ITSMS Internal Auditor grades:

There is no CPD requirement.

Audit Experience

We need you to record and submit your audit experience on the audit log sheets (IRCA/106) which we supply.

For ITSMS Provisional Internal Auditor grade:

There is no requirement to perform audits.

For ITSMS Internal Auditor grade:

You need to have completed a minimum of 5 acceptable internal (partial system audits, the total duration of which must have been at least 15 hours.

For ITSMS Provisional Auditor grade:

There is no requirement to perform audits.

For ITSMS Auditor grade:

You need to have completed at least 5 acceptable audits.

For ITSMS Lead Auditor grade:

You need to have completed at least 5 acceptable full system audits, any 2 of which must have been as the leader of a team which included at least one other auditor.

For ITSMS Principal Auditor grade:

You need to have completed at least 5 acceptable full system audits, all 5 must have been either lead audits or sole audits.

You must have performed all audits within the previous three year certification period.

Declaration of Complaints

We need you to tell us about any complaints made against your professional conduct. It is important we know of any complaints as we need to consider these as part of the renewal of certification process. We will investigate all instances of complaints. If complaints are made against your conduct and you do not declare them, the consequences will be far more serious and may result in suspension or withdrawal of your certification.

Compliance with the Code of Conduct

We need you to make a declaration that you have always acted in compliance with the Code of Conduct (see Appendix III).

Payment of the Annual Fee

And finally, we need you to pay the annual fee (please note there is no additional fee for renewal). Because the fee will be dependent on the grade we offer you after renewal, we do not ask you to pay this fee until after we have completed the renewal. We will write to you with the results of the renewal and enclose the fee invoice and your new certification card. Failure to pay your annual fee will result in your certification being withdrawn.

7.

How to Regrade

You can apply to be regraded to another grade at any time. When we offer you initial certification we will indicate the audit experience and competences you need to attain the next grade(s) of certification. To apply for regrade, you should complete IRCA/106 log sheets, enclose any additional information requested and send to us with the regrade fee.

A successful application for regrade will not normally result in a change to your renewal of certification date.

If you decide not to apply for regrade during your certification period, we will write to you two months before your certification period expires as part of the renewal of certification process and ask you to send us your audit and CPD logs. At this point we will let you know the current regrade requirement. There is no regrade fee if you are regraded as part of the (3 year) renewal of certification process.

Please contact us if you need further advice on how to regrade.

8.

Other Information

The Certification Period

When your application is successful, we award certification for a period of 3 years, beginning in the month we award certification. This 3 year period is referred to as the certification period. At the end of the each certification period we require you to renew your certification. If you are successful at renewal, we award you certification for a further 3 year certification period, and so on.

During the certification period, at the end of the first and second years, you may maintain certification by payment of the annual certification fee and by compliance with the Code of Conduct. We don't require you to submit any other documentation at the end of year 1 and year 2. At the end of the third year, all certified auditors are required to complete the renewal of certification process.

ITSMS Standards other than ISO 20000:2005

We will accept audits performed against standards which we evaluate as being equivalent to ISO 20000. We maintain a list of acceptable alternative standards but it is possible that you may claim audits against a standard that is not on this list. We have a formal process for evaluating new standards and you are advised to contact us for advice where you consider an alternative standard may be acceptable to us.

Certification Cards, Certificates and the Register

We will send you a Certification Card following initial award of certification and annually thereafter when you pay your annual fee and comply with any other applicable requirements.

This card is your primary evidence of certification and you should present this when you first begin an audit and thereafter whenever appropriate.

Although the card is issued to you, it remains our property and you must return it to us should we ask you to.

The IRCA Certificate is intended for display as a formal recognition of your certification to a specific grade. You should not use it as proof of certification. Please contact us if you wish to purchase a certificate.

You can find details of all certified auditors in each country on the 'Find an Auditor' section of the IRCA website www.irca.org.

Appeals and Complaints

You have the right to appeal against any certification decision taken by us. We operate a quality system that includes established procedures for considering appeals and complaints.

Enforcement of Certification

We enforce (i.e. suspend or withdraw) certification for two reasons:

1. If you fail to meet the certification criteria for the grade to which you are certified. This enforcement occurs when you apply to renew your certification. In most cases withdrawal will be preceded by an offer of an alternative grade for a period during which you have the opportunity to meet the requirements and be reinstated to the grade you originally held..
2. If you breach the Code of Conduct, we reserve the right to undertake action against your certification if we find you to have acted contrary to the Code of Conduct. Options available include suspending, or in instances of serious or sustained breach, withdrawing your certification.

Confidentiality

We undertake to consider as strictly confidential all information, correspondence and documentation submitted by you to us in support of your certification activities⁵.

We reserve the right to publish relevant details of each certified auditor in the register available online at www.irca.org.

Legal Status

The certification of auditors by us and all activities associated with the administration of the register is governed in accordance with English Law and is subject to the exclusive jurisdiction of the English Courts.

⁵We reserve the right to disclose details of your certification record to other auditor certification bodies and accreditation bodies. We will do so with discretion and only in instances where we consider withholding this information will compromise the integrity of certification, e.g. where we have taken action against (i.e. suspended or withdrawn) your certification and you have applied to another auditor certification body without fully disclosing your record while certified by us.

Appendix I

Guidance on Continuing Professional Development

CPD is a framework that encourages you to continuously update your professional knowledge, personal skills and competences. The purpose of CPD is to make you more effective as an auditor and to make the auditing profession more credible. The concept of CPD and the value it contributes is now recognized and accepted throughout all professional fields.

As part of the renewal of certification process, you must demonstrate to us you have completed at least 45 hours CPD within the last 3 years in subjects that are broadly related to auditing and ITSMS. Because there are so many topics that we recognize will enhance your auditing competence, we do not attempt to list them here. But we categorize these into 2 areas which are consistent with the 2 main areas of competence required by ITSMS auditors:

1. IT service management related
2. Auditing related

We recognize that no single method for learning suits everyone. Therefore, we will accept CPD acquired in ways that range from the very informal (e.g. reading and self study) to the formal (e.g. classroom training). We recognize that some ways of acquiring CPD are more effective than others, so we apply a 'weighting' where some activities are accorded more recognition than others. The activities are divided into 3 broad categories:

a) Unstructured; where 3 hours are accepted as one CPD hour

Included in this category would be distance and open learning study which is not assessed and does not lead to a qualification, the reading of professional and technical journals, books and other publications as well as relevant aspects of on-the-job training, where specific outcomes have been planned and identified.

Reading IRCA INform, our e-magazine available from www.irca.org, or contributing to the IRCA online discussion forum⁶, also available from our website, is also accepted.

b) Semi-structured; where 2 hours are accepted as one CPD hour

Included in this category would be noninteractive lectures, talks, etc., informal professional body meetings of a more social nature (networking opportunities), the research, preparation and first delivery of lectures/courses, publishing articles and forms of open and distance learning that involve assessment and that result in the acquisition of a qualification.

c) Structured; where each hour is accepted as one CPD hour

Examples of this category would be interactive and highly participative training courses and seminars, professional body meetings with formal lectures, active participation in development of standards.

The range of activities that may be included within each category is extensive and the small number of examples above is intended to provide broad guidance only. Most auditors submit evidence of activities that include all 3 categories, but it is not a requirement that you do so. The only restriction we place is that unstructured CPD cannot constitute more than one-third (i.e. 15 hours) of the total acceptable CPD hours.

It remains your responsibility to provide a case for acceptance of any activity you submit, and this must be supported by sufficient, appropriate evidence. This will involve you making and retaining records of your activities and having these properly verified where possible. We have developed a CPD and training log sheet (IRCA/173) for this purpose.

It is in your interest to provide us with information in a clear, logical and easily understandable format. The speed with which we are able to evaluate and renew your certification will depend on this.

⁶A maximum of 4 hours of unstructured CPD will be accepted for contribution to the IRCA forum. Evidence must be documented and verified on IRCA/173 CPD logs.

Appendix II

Definitions

Audit

A systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Auditee

The organization being audited.

Audit Client

The person or organization requesting an audit.

Generic

Schemes where most of the initial requirements are the same: ENMS, EMS, OH&S, ISMS, ITSMS, ISMS, Social Systems.

Audit Team

Two or more auditors performing an audit, one of whom is appointed as leader.

ITIL®

The Information Technology Infrastructure Library - a cohesive set of best practice, drawn from the public and private sectors internationally, developed by the UK's Office of Government Commerce in conjunction with the itSMF.

Lead Audit

An audit where the auditor performed the audit whilst leading a team of at least one other auditor.

Sole Audit

An audit where one auditor performed all phases of the audit.

First Party Audit

An audit performed within an organization by that organization's own auditing resource. Also referred to as an internal audit.

Second Party Audit

An audit of contractors/suppliers undertaken by, or on behalf of, a purchasing organization. This may include the audit of companies or divisions supplying goods or services to others within the same group. Also referred to as a supplier audit.

Third Party Audit

An audit of an organization performed by a body that is independent of the organization being audited, e.g. certification body or registrar.

Appendix III

Code of Conduct

It is a condition of certification that you agree to act in accordance with, and be bound by the following Code of Conduct:

1. To act in a strictly trustworthy and unbiased manner in relation to both the organization to which you are employed, contracted or otherwise formally engaged (the audit organization) and any other organization involved in an audit performed by you or by personnel under your direct control.
2. To disclose to your employer any relationships you may have with the organization to be audited before undertaking any audit function in respect of that organization.
3. Not to accept any inducement, gift, commission, discount or any other profit from the organizations audited, from their representatives, or from any other interested person nor knowingly allow personnel for whom you are responsible to do so.
4. Not to disclose the findings, or any part of them, of the audit team for which you are responsible or of which you are part, or any other information gained in the course of the audit to any third party, unless authorized in writing by both the auditee and the audit organization to do so.
5. Not to act in any way prejudicial to the reputation or interest of the audit organization.
6. Not to act in any way prejudicial to the reputation, interests or credibility of IRCA.
7. In the event of any alleged breach of this code, to co-operate fully in any formal enquiry procedure.