AUDIT CHECKLIST TEMPLATE FOR ISO/IEC 20000-1:2018

Organization: [Insert Company Name]

Audit Date: [Insert Date]

Lead Auditor: [Insert Auditor Name]

Section 1: Context of the Organization

1.1 Understanding the Organization and Its Context

- Has the organization identified internal and external issues relevant to its purpose and strategic direction regarding service management?
- Is there evidence of analysis and evaluation of these issues to determine their potential impact on the Service Management System (SMS)?

1.2 Understanding the Needs and Expectations of Interested Parties

- Has the organization identified relevant interested parties and their requirements concerning service management?
- Is there evidence of how these requirements have been considered in the development of the SMS?

1.3 Determining the Scope of the SMS

- Is the scope of the SMS clearly defined, including the services and processes covered?
- Are there any exclusions identified, and are they justified and documented appropriately?

Section 2: Leadership

2.1 Leadership and Commitment

- Is there evidence of top management's commitment to the SMS, including the establishment of a service management policy and service management objectives?
- Are responsibilities and authorities for relevant roles defined and communicated within the organization?

2.2 Policy

- Is the service management policy documented, communicated, and understood within the organization?
- Does the service management policy include a commitment to meeting customer requirements and continual improvement?

Section 3: Planning

3.1 Actions to Address Risks and Opportunities

- Has the organization identified risks and opportunities relevant to the SMS, including those related to internal and external issues and interested parties?
- Are there documented actions to address these risks and opportunities, and are they being implemented effectively?

3.2 Service Management Objectives and Planning to Achieve Them

- Are service management objectives established at relevant levels and functions within the organization?
- Is there evidence of a planning process to achieve these objectives, including the allocation of resources and the definition of responsibilities?

Section 4: Support

4.1 Resources

- Are resources, including human resources, infrastructure, and financial resources, available to support the SMS?
- Is there evidence of competence, awareness, and training of personnel involved in SMS processes?

4.2 Competence

- Are personnel performing tasks that affect service quality competent based on appropriate education, training, and experience?
- Is there a process for evaluating and ensuring the competence of personnel?

Section 5: Operation

5.1 Operational Planning and Control

- Are operational processes planned and controlled to ensure the effective delivery of services?
- Is there evidence of monitoring and measurement of operational processes to verify their effectiveness?

5.2 Customer Communication

- Is there a process for communicating with customers regarding service information, inquiries, contracts, and orders?
- Are customer requirements effectively communicated throughout the organization?

Section 6: Performance Evaluation

6.1 Monitoring, Measurement, Analysis, and Evaluation

- Is there evidence of monitoring, measurement, analysis, and evaluation of SMS processes and performance?
- Are data and information collected, analyzed, and used to support decision-making and continual improvement?

6.2 Internal Audit

- Are internal audits planned and conducted at planned intervals to determine the conformity and effectiveness of the SMS?
- Is there evidence of corrective actions taken in response to audit findings, and are they effective in addressing nonconformities?

Section 7: Improvement

7.1 General

- Is there evidence of a culture of continual improvement within the organization?
- Are opportunities for improvement identified and acted upon to enhance the effectiveness of the SMS?

7.2 Nonconformity and Corrective Action

- Is there a process for identifying, documenting, and addressing nonconformities and taking corrective actions to prevent recurrence?
- Are corrective actions verified for effectiveness, and are preventive actions implemented to address potential nonconformities?

This audit checklist template is designed to assess the implementation and effectiveness of ISO/IEC 20000-1:2018 requirements within the organization. It should be customized according to the specific context and requirements of the organization being audited.