

Australian/New Zealand Standard™

**Information technology —  
Service management**

**Part 6: Requirements for bodies  
providing audit and certification of  
service management systems**



AS/NZS ISO/IEC 20000.6:2019

This Joint Australian/New Zealand Standard™ was prepared by Joint Technical Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 15 April 2019 and by the New Zealand Standards Approval Board on 7 May 2019.

This Standard was published on 22 May 2019.

The following are represented on Committee IT-030:

- Australian Computer Society
- Australian Information Industry Association
- Australian Institute of Company Directors
- Consumers' Federation of Australia
- COTA Australia
- Department of Finance (Australian Government)
- Governance Institute of Australia
- ISACA (Australia)
- IT Professionals Australia
- IT Service Management Forum (Australia)
- Manukau Institute of Technology
- Project Management Institute
- Quantitative Enterprise Software Performance
- Women on Boards (Australia)

This Standard was issued in draft form for comment as DR AS/NZS ISO/IEC 20000.6:2019.

### **Keeping Standards up-to-date**

Ensure you have the latest versions of our publications and keep up-to-date about Amendments, Rulings, Withdrawals, and new projects by visiting:

[www.standards.org.au](http://www.standards.org.au)

[www.standards.govt.nz](http://www.standards.govt.nz)

ISBN 978 1 76072 470 2

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

- 
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
  - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-