

Requirements Checklist

Please complete the table below for every requirement. Please use the document reference in the “Documentation checklist” to indicate where evidence that the requirement is met can be found. Enter the reference in the “document in which evidence can be found” column. If the requirement is not directly addressed within a document for example records are retained on site enter an explanation in the “Applicant Comment” If a requirement doesn’t apply (e.g., Requirement 8, and there are no extended certification requirements), then enter “N/A” in the “Applicant Comment”.

Please note that where necessary, contextual text has been added to a requirement as it is documented in the relevant policy or requirements document so that it “stands alone” below without reference to other requirements. This has been done in such a way as to avoid changing the content of the requirement.

Key

Acronym used in “Reference to where requirement is derived”	Document
CP	ITSC Certification Policy
CR	ITSC Conformance Requirements
AP	ITSC Accreditation Policy
AR	ITSC Accreditation Requirements

Rqmt #	Base Requirement	Level	Reference to where requirement is derived	Document in which evidence is found	Reference within document	Applicant Comment	Assessor comment (Leave blank - for official use only)
1	The ACP may levy additional requirements (beyond those in the ITSC Conformance Requirements) on their Candidates in order to satisfy their internal skills requirements. Such additional requirements are called <i>extended certification requirements</i> or simply <i>extended requirements</i> .	May	AR 1.1 “Introduction”				
2	Extended certification requirements must not relax the skills, experience, or process requirements of the Program.	Must Not	AR 1.1 “Introduction” AR 4.13 “Extended Requirements”				
3	The ACP’s extended certification requirements must be effectively documented and communicated to the participants of the accredited program.	Must	AR 1.1 “Introduction” AR 4.13 “Extended Requirements”				

4	Any term or acronym used in the ACP program documentation that is identical to a term or acronym defined in the Terminology and Definitions section of either the ITSC Certification Policy or ITSC Accreditation Policy must have a meaning identical to that in the ITSC program documentation.	Must	CP 1.2, and AP 1.2 "Terminology and Definitions"				
5	An ACP may only certify their own employees and, if they so choose, contract staff that have been employed by or contracted to the ACP's parent organization or affiliate for a continuous period of 12 months or more.	Must	AR 2."Purpose and Scope"				
6	An Accredited Certification Program (ACP) must adhere to the Certification Policy and Accreditation Policy at all times.	Must	AR 4."Technical Requirements"				
7	The Open Group ITSC evaluation criteria (Conformance Requirements and Certification Policy) must be instantiated within the ACP's own evaluation criteria and there must be a clear delineation between base and extended certification requirements.	Must	AR 4.1 "ITSC Evaluation Criteria"				
8	The ACP must define and document its comprehensive Quality Management Program that instantiates the ITSC accreditation requirements and ensures that they are consistently applied across geographies over time. Note: It not sufficient to simply reproduce the requirements listed here. These requirements state WHAT is required, but the ACP must define HOW these requirements are realized in the day-to-day operation of the Candidate Certification Program.	Must	AR 4.2 "Program Documentation and Quality Management"				
9	The procedures and methods used within an ACP must ensure that the operations of the ACP are repeatable, reproducible, and objective.	Must	AR 4.2 "Program Documentation and Quality Management"				
10	An ACP must develop and maintain its own working procedures under an appropriate change control authorization process.	Must	AR 4.2 "Program Documentation and Quality Management"				

11	The ACP must use procedures that are functionally equivalent to the Certification Authority's direct evaluation procedures and use evaluation criteria that are no less stringent than those used by the Certification Authority.	Must	AR 4.2 "Program Documentation and Quality Management"				
12	An ACP may employ evaluation procedures and criteria that are more stringent or wider in scope than those used by the Certification Authority.	May	AR 4.2 "Program Documentation and Quality Management"				
13	An ACP is required to update their evaluation procedures and criteria whenever this policy or the Certification Board Member Handbook is updated in a way that materially affects the ACP's evaluation procedures.	Must	AR 4.2 "Program Documentation and Quality Management"				
14	For major changes and new requirements (in the Open Group ITSC Program documentation), ACPs must use the updated versions no later than six (6) months after publication of the new version by the Certification Authority.	Must	AR 4.2 "Program Documentation and Quality Management"				
15	For bug fixes and minor changes (in the Open Group ITSC Program documentation), ACPs must use the updated versions no later than three (3) months after publication of the new version by the Certification Authority.	Must	AR 4.2 "Program Documentation and Quality Management"				
16	There must be an explicit and complete mapping between the ACP's documented evaluation criteria and those defined in the ITSC Certification Package Template and the ITSC Conformance Requirements.	Must	AR 4.2 "Program Documentation and Quality Management"				
17	The ACP's program documentation must define the roles and appointment criteria of the people who operate the ACP. (Note this is distinct from Certified IT Specialists.)	Must	AR 4.3 Roles, Duties, and Experience of the Applicant's ACP Staff"				
18	The roles and appointment criteria must include Job Titles.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
19	The roles and appointment criteria must include a description of the	Must	AR 4.3 "Roles, Duties, and Experience of the				

	organizational context and authority.		Applicant's ACP Staff"				
20	The roles and appointment criteria must include the duties associated with that title.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
21	The roles and appointment criteria should include the education required for that role (if any).	Should	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
22	The roles and appointment criteria must include the experience required for that role.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
23	The roles and appointment criteria should include the training required for that role (if any).	Should	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
24	The ACP must identify one or more individuals within the organization, referred to collectively as the Certification Program Manager (CPM), as having the overall responsibility for managing the Accredited Certification Program on a day-to-day basis and ensuring that it is carried out in accordance with the ACP's documented processes and procedures.	Must	AR 1.2 "Terminology and Definitions" AR 3 "Roles and Responsibilities" AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
25	If the CPM role is distributed among several people, one person must be nominated as CPM for the purposes of accreditation.	Must	AR 3 "Roles and Responsibilities"				
26	The CPM must be responsible for the effective oversight and quality of the appointment of the Chair(s) of the Certification Board(s) against the appointment criteria.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
27	The CPM must be responsible for the effective oversight and quality of the approval of the certification outcome report, where signature represents that the certification process has been carried out in accordance with process and procedure.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
28	The CPM must be responsible for the effective oversight and quality of the process for determining the outcome of Problem Reports (internal to the ACP).	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
29	The CPM must be responsible for the effective oversight and quality of the	Must	AR 4.3 "Roles, Duties, and Experience of the				

	appeals process (internal to the ACP).		Applicant's ACP Staff"				
30	The CPM must be responsible for the effective oversight and quality of the process of approving revocation, where signature represents that the revocation is based on objective evidence and that there are adequate grounds for the revocation.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
31	The CPM must be responsible for the effective oversight and quality of those individuals providing the primary interface with the Certification Authority.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
32	The CPM must be responsible for the effective oversight and quality of the advocacy and approval of appropriate ACP procedures and manuals to assure the quality, repeatability, reproducibility, and objectivity of the certification program.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
33	The CPM must be responsible for the effective oversight and quality of the design, maintenance, and control of the ACP program, quality and procedures manual, or its functional equivalent.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
34	The CPM must be responsible for the effective oversight and quality of the internal audit of certification procedures and other quality-related documents it references against the requirements of the Certification Authority.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
35	The CPM must be responsible for the effective oversight and quality of the annual internal audit of the ACP, against its documented procedures and processes.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
36	The ACP must document the names, responsibilities, and job titles of those who are responsible within the ACP for each of the duties stated above, together with the mapping between each duty and individual. Note: It is not sufficient to list the above requirements and duties, the ACP must document the methods that it uses to carry them out in the day-to-day operation of the ACP.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				

37	The CPM may serve on the Certification Board.	May	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
38	A CPM who serves on a Certification Board must do so without conflict of interest, particularly in the context of any subsequent appeals.	Must	AR 4.3 "Roles, Duties, and Experience of the Applicant's ACP Staff"				
39	The ACP's procedures and workflow should be no less stringent than the certification workflow prescribed in the ITSC Certification Policy. Note: It is not sufficient to simply reproduce the requirements listed in the ITSC Certification Policy, which constitutes WHAT is required, but rather the ACP must define HOW these requirements are realized in the day-to-day operation of the program.	Should	AR 4.4 "Procedures to Evaluate Candidates"				
40	The ACP must document the workflow of the certification process, either in textual description, flow diagrams, or both.	Must	AR 4.5 "Process and Workflow Management"				
41	Review and approval points (in the certification process) must be clearly defined, together with the maximum duration of the review and approval.	Must	AR 4.5 "Process and Workflow Management"				
42	The documented processes must define the maximum duration of all steps in the certification process.	Must	AR 4.5 "Process and Workflow Management"				
43	The documented processes must define the checklist to be followed by the ACP staff that ensures that all steps in the evaluation are followed.	Must	AR 4.5 "Process and Workflow Management"				
44	The documented processes must define the method by which the person responsible signifies that the step has been satisfactorily completed.	Must	AR 4.5 "Process and Workflow Management"				
45	The CPM is responsible for the oversight of the nomination and appointment of certification board members against criteria no less stringent than those used by The Open Group.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
46	The ACP will evaluate each Candidate's Certification Package for consistency and compliance to the	Must	CP 2.2 "Indirect Evaluation", Step 5 "ACP Certification				

	Conformance Requirements in accordance with the ACP's procedures, which will include evaluation by the ACP's Certification Board members in separate interviews according to the process documented in the Board Member Handbook.		Board Evaluation"				
47	The ACP's Certification Board members must be Certified IT Specialists who are certified directly by The Open Group, indirectly by another ACP, or those grandfathered under the provisions of the Accreditation Policy.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
48	Certification Board members for Level 2 boards must be Master Certified IT Specialists.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
49	Certification Board members for Level 1 may be Master Certified IT Specialists or alternatively may be certified at Level 1.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
50	Certification Boards will consist of a minimum of three (3) members.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
51	The ACP is strongly advised to ensure that they have a pool of potential Certification Board members that is sufficient to deal with the expected volume and geographic distribution of Candidates.	Should	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
52	It is strongly suggested that Certification Board members should be the most senior and have the most experience within an ACP and should normally have a minimum of six (6) years experience practicing or contributing to the profession and mentoring IT Specialists.	Should	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
53	The ACP's Certification Board procedures must document the selection criteria and process, the term of appointment, and the process to be followed when Certification Board members are replaced.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
54	The ACP's Certification Board procedures must address how the ACP will deal with their expected volume of	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				

	Candidates for certification.						
55	The ACP's Certification Board procedures must ensure that there is consistency in decision-making, both geographically and over time.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
56	The Certification Board operation must be consistent with the ITSC Certification Board Handbook.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
57	The Chair of the Certification Board shall always have the responsibility to facilitate meeting(s), making appropriate introductions and explanations to Candidate IT Specialists on the process and general management of the work of the Certification Board.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
58	The Chair of the Certification Board shall always have the responsibility to monitor the objectivity of other Certification Board members and to draw to their attention any inappropriate subjectivity or prejudice.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
59	The Chair of the Certification Board shall always draft the Certification Board report or delegate this task to a named individual and authorize the report.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
60	The Chair of the Certification Board shall always take full responsibility for the content of the report whether or not he or she drafted it.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
61	The Chair of the Certification Board shall always have the responsibility to report to the CPM for the conduct of the Certification Board.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
62	The Chair of the Certification Board shall always act as single point of contact for the Certification Board to the CPM.	Must	AR 4.6 "Selection, Conduct and Operation of Certification Boards"				
63	The ACP must document the procedures and processes it uses to ensure that the Certified IT Specialists re-certify.	Must	AR 4.7 "Re-certification"				
64	The ACP must operate an equivalent re-certification process to that of The Open Group ITSC program but may impose	Must	AR 4.7 "Re-certification"				

	more stringent requirements.						
65	The ACP's documented procedures must define how and when Certified IT Specialists are contacted for re-certification and the follow-up mechanisms to ensure the necessary action is taken.	Must	AR 4.7 "Re-certification"				
66	The ACP must warrant and represent that the applicable Conformance Requirements are met by all IT Specialists certified through their program at the time of their certification and subsequently.	Must	AR 4.8 "Revocation of certification"				
67	The ACP must document the procedures and processes it uses to ensure that Certified IT Specialists remain in conformity with the Conformance Requirements at all times and the consequences for a Certified IT Specialist of failing to do so.	Must	AR 4.8 "Revocation of certification"				
68	The ACP must have a process to ascertain a certified individual's adherence to the Conformance Requirements and the ACP must apply this process whenever the ACP becomes aware that the certification requirements are not being met in respect of any particular Certified IT Specialist within the scope of the ACP. This process may result in the revocation of certification prior to the next tri-annual re-certification.	Must	AR 4.8 "Revocation of certification"				
69	The ACP should have a documented policy regarding how their Certified IT Specialists will appear in the Directory of Certified IT Specialists (e.g., by name only, or full Certification Record visible with or without contact details) and whether or not these individuals may modify the visibility of their records.	Should	CP 5.2 "Visibility"				
70	The interface with the Certification Authority must be documented and must meet the requirements set out in the Certification Policy and the Accreditation Policy.	Must	AR 4.9 "Interface with the Certification Authority"				

71	The ACP must have documented procedures for informing the Certification Authority when an IT Specialist is initially certified.	Must	AR 4.9 "Interface with the Certification Authority"				
72	When an IT Specialist is initially certified, the ACP must provide the relevant information for the Certification Record, as specified in Section 3.2 of the Certification Policy.	Must	CP 3.2 "Certification Record"				
73	The ACP must have documented procedures for informing the Certification Authority when an IT Specialist renews certification.	Must	AR 4.9 "Interface with the Certification Authority"				
74	The ACP must have documented procedures for informing the Certification Authority when an IT Specialist's certification is revoked.	Must	AR 4.9 "Interface with the Certification Authority"				
75	The ACP must have documented procedures for informing the Certification Authority when an IT Specialist's Certification Record needs to change (for example the individual ceases employment with the ACP's organization).	Must	AR 4.9 "Interface with the Certification Authority"				
76	The ACP must accept requested changes to a Certified IT Specialist's Certification Record using the ACP's credentials.	Must	AR 4.9 "Interface with the Certification Authority"				
77	The ACP must operate a documented appeals process that meets the requirements of the Certification Policy.	Must	AR 4.10 "Appeals"				
78	The ACP must have an internal appeals process in the first instance that can, when appropriate, escalate to the Certification Authority's external appeals process.	Must	AR 4.10 "Appeals"				
79	ACPs are required to provide a mechanism for their Candidates to request support and clarification of certification requirements, policies, and procedures.	Must	AR 4.11 "Support to Candidates"				
80	The ACP must operate an internal documented interpretations process to deal with perceived errors in its program documentation or the certification process.	Must	AR 4.12 "Problem Reporting"				

81	The ACP must document how it escalates internal interpretations to the Certification Authority's external problem reporting process when appropriate.	Must	AR 4.12 "Problem Reporting"				
82	An Organization with an ACP is required to ensure that their program continues to conform to the applicable Accreditation Requirements, including all Interpretations that have been granted by the Specification Authority (SA).	Must	AP 4.3 "Maintaining Accreditation"				
83	Under the direction of the CPM, the ACP must document the procedures and schedules for a comprehensive internal audit of certification procedures and other quality-related documents it references.	Must	AR 4.14 "Audit and Management review"				
84	The internal audit program must determine whether the ACP is being operated in accordance with its documented procedures and processes to ensure that the program is repeatable, reproducible and objective across all geographies.	Must	AR 4.14 "Audit and Management review"				
85	There must be a process to track the completion of any agreed corrective action from the internal audit.	Must	AR 4.14 "Audit and Management review"				
86	The ACP must ensure that an internal review by, or on behalf of, management takes place prior to certification renewal (and preferably annually) and indicates that the ACP continues to meet the Accreditation Requirements.	Must	AR 4.14 "Audit and Management review"				
87	The ACP must document the procedures it uses to ensure that the Accreditation Logo will only be used in accordance with the Accreditation Policy and Accreditation TMLA and the Certification Logo will only be used in accordance with the Certification Policy and TMLA.	Must	AR 4.15 "Use of Logo"				
88	The ACP must document the procedures it uses to ensure that confidentiality is maintained including both how and where records are stored and eventually disposed of. These	Must	AR 4.16 "Confidentiality" AP 11.1 "Confidentiality" AP 11.2 "Disclosure of				

	procedures should be consistent with both the ITSC Certification and Accreditation Policies.		Accreditation Information”.				
89	The ACP must document the procedures it uses to control disclosure of information.	Must	AR 4.17 “Disclosure of Information”				
90	The ACP must document the procedures it uses for grandfathering. These procedures should be consistent with both the ITSC Certification and Accreditation Policies.	Must	AR 4.18 “Grandfathering”				
91	The ACP must document the procedures it uses to meet its obligations for Community Participation under the ITSC Accreditation Policy.	Must	AR 4.19 “ACP Community Participation”				
92	The ACP shall document the procedures it uses to determine if its program has materially changed and the methods it will use to inform the Certification Authority in that event.	Must	AR 4.20 “Modification to the program once Accredited”				
93	The notification period to the Certification Authority for changes to the ACP’s program must not exceed 30 calendar days from the date of the change.	Must Not	AP 7.1 “Change of Certification: Certification Program Manager” AP 7.2 “Change in Certification Program Technical Scope” AP 7.3 “Administrative Changes” AP 7.4 “Other Changes”				
94	The ACP should have a process to ensure that the Conformance Statement of their ACP is kept accurate and up-to-date. Changes to the Conformance Statement of an ACP may only be made by the Certification Authority, subject to the requirements set out in Section 7 of the Accreditation Policy.	Should	AP 3.3 “Conformance Statement”				
95	The ACP shall have documented procedures to determine if any of its existing Certified IT Specialists are suitable for grandfathering.	Must	AP 4.2 “Grandfathering Certified IT Specialists”				
96	The ACP should have a documented plan for how its initial certification board will be populated (i.e.	Should	AP 4.2 “Grandfathering Certified IT Specialists”				

	grandfathered or directly certified individuals).						
97	The ACP should document how it plans to make available upon request of the Certification Authority at least one Certified IT Specialist to serve on the Certification Authority's direct Certification Boards.	Should	AP 4.3 "Maintaining Accreditation"				
98	The Certified IT Specialist(s) that the ACP makes available to serve on the Certification Authority's direct Certification Boards must have experience serving on the ACP's Certification Board.	Must	AP 4.3 "Maintaining Accreditation"				
99	The Certified IT Specialist(s) that the ACP makes available to serve on the Certification Authority's direct Certification Boards must be available to be present at and serve on Certification Board meetings at all regular conferences hosted by The Open Group that take place in the ACP's geographic region.	Must	AP 4.3 "Maintaining Accreditation"				
100	The Certified IT Specialist(s) that the ACP makes available to serve on the Certification Authority's direct Certification Boards must enter into an agreement with the Certification Authority governing their Certification Board participation according to the Certification Policy and Conformance Requirements of the Program and the Certification Authority's process and evaluation documentation, including confidentiality obligations.	Must	AP 4.3 "Maintaining Accreditation"				
101	The Certified IT Specialist(s) that the ACP makes available to serve on the Certification Authority's direct Certification Boards must be appropriately qualified to interview for the streams and focus area of the Certification Board Meetings.	Must	AP 4.3 "Maintaining Accreditation"				
102	The ACP must be able to show they have an effective plan in place to meet with representatives of other ACPs at events organized by the Certification Authority, including quarterly	Must	AP 4.3 "Maintaining Accreditation"				

	conferences.						
103	The ACP must be able to show they have an effective plan in place to contribute to the development of IT Specialist and certification best practices on which evolution of the program depends.	Must	AP 4.3 "Maintaining Accreditation"				
104	The ACP must have adequate plans in place to support the ACP renewal process including demonstrating that the ACP continues to meet all applicable Accreditation Requirements and is operating in accordance with the ITSC criteria including but not limited to the items listed in the Accreditation Policy.	Must	AP 8.2 "Renewal Process"				