



EGI-Engage

EGI Service management practices are audited

M2.4

Date	01 June 2016
Activity	NA2
Lead Partner	EGi.eu
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Over the last few years, EGI.eu has been working on the implementation of formal IT service management based on FitSM. As of January 2016, efforts have expanded to achieve ISO9000 and ISO20000 certifications. Conducting management review, internal and external audits are not only formal requirements, but are also an integral part of continual improvement. The first FitSM audit was conducted in November 2014.

On 20 May 2016, a second internal audit was conducted by a FitSM consultant, Thomas Schaaf. The objective of the audit was to review progress against all FitSM general and process-specific requirements, identify non-conformities, and provide suggestions for improvement.

The final audit report is an internal document with limited access, but can be added as supplemental material for the EC project reviewers: <https://documents.egi.eu/document/2552>



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DELIVERY SLIP

	<i>Name</i>	<i>Partner/Activity</i>	<i>Date</i>
From:	Sy Holsinger	EGI.eu/NA2	27 May 2016
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Approved by:	AMB and PMB		1 June 2016

DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author/Partner</i>
v1	27 May 2016	Audit report sent to the SMS Owner and Manager for review	Sy Holsinger, Thomas Schaaf (EGI.eu)
FINAL	31 May 2016	Updated version for AMB review	Sy Holsinger, Thomas Schaaf (EGI.eu)

TERMINOLOGY

A complete project glossary is provided at the following page: <http://www.egi.eu/about/glossary/>