

09 August 2024

Compliance of Industry Standards

I am seeking copies of information contained within the following Appendices 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 & 14 found within the Investigation Report ‘A report into the CBH Complaint dated 28 May 2024

Clarification requested

In terms of an FOI request can I clarify what specifically are you requesting?
E.g.

Is it copies of industry standards that you previously mentioned in an earlier SAR request?

Is it evidence contained within the appendices around compliance of Industry Standards?

Clarification received

In relation to FOI, I am looking for both scenarios you mentioned above

Response

Industry standards that would relate to IT Service Management include:

- International Standard for Service Management ISO 2000:2018 (www.iso.org)
- The Best Practice Standard for Service Desk which forms the basis of Service Desk Institute (SDI) Certification ([Global Best Practice Standard - Service Desk Institute](#))
- IT Framework of Best Practice approach to Service Management ([Overview of ITIL 4](#))

The information “*Is it evidence contained within the appendices around compliance of Industry Standards*” as requested under this FOI does not exist.

There are no appendices attached to the investigation report referenced by the requester, as the terms of reference for this investigation did not require the investigation team to ascertain compliance with the Industry Standards.