



Goal , Objectives and Impartiality

2.3 IT Certification Policy and Objectives

Goal

To provide IT certification services in a consistent, competent, credible and reliable manner thereby facilitating their acceptance on a national/international basis in the interest of trade.

IT Certification Policy

To continuously improve and sustain quality of IT certification services, consistent with market requirements and technological developments to provide better value to the clients.

IT Certification Objectives

The certification body seeks to achieve its organisational goal by following means :

- Establishing a system in line with internationally accepted norms (e.g. ISO/IEC Guides,
- Certifying systems as per applicable norms
- continuously review and upgrade technical content of the activities in line with market need
- Seeking strategic alliances with other national/international agencies engaged in similar work
- adopting innovative methods/practices to provide better value to the clients

Impartiality :

STQC is committed to manage its IT certification activities in an impartial manner. This intent is communicated publicly through its website www.stqc.nic.gov.in. In case of any conflict of interest anticipated because of relationship with MCIT or its any unit (e.g. CDAC, STPI, CMET etc.) in respect of administrative, financial, functional etc. the certification activity shall not be undertaken for that applicant organization. While assigning the audit team, following aspects are examined by Head Operations:

- Aspects like previous engagements or services imparted (training imparted, gap analysis, advisory role to Govt. departments/ Ministry e.g e Gov projects like UID) are considered at the time nomination of lead auditor/auditor for the assessment. If there is any previous engagement of above mentioned nature, the the auditor is not nominated to conduct the audit of that particular organization.
- At the time of nomination for assessment, confirmation from the auditor (s) is taken that there is no conflict of interest as far as conducting of audit is concerned.
- Applicant organization/ clients agreement is taken regarding assessment team.
- If any certification committee member is involved in conduct of assessment, his authority in respect of decision making as CC member is no more applicable.

Impartiality is carefully examined and ensured by CEO, IT certification while approving the audit teams for certification assessments.

STQC shall not certify any certification body engaged in ISMS and ITSMS certification activities. STQC shall not engage in consultancy or internal auditing activity for any organization which could result in conflict of interest for its certification services. As far use of external resources (other than STQC personnel) is concerned, only technical experts can be used for organizations for which necessary domain expertise does not exist in STQC. In this scenario, the expert(s) shall sign Non-disclosure/Confidentiality agreement and declare that no conflict of interest arises due to their participation in audit.

Certification body shall not contract any consulting/marketing organisation for promotion of its IT certification services. No auditor involved in specific training services to applicant organization shall be assigned the auditing job. However, this condition shall not apply for open training courses.

All the resources assigned with the task of audit conduct/ management shall intimate certificate body in case there is any conflict of interest or even possibility of such situation due their employment relationship, financial or any other aspect (engagement of relatives etc.) The same shall be brought to the notice of certification body by the individual concerned before taking up the assignment. Intentional non-disclosure shall be treated as willful suppression of facts and suitable action shall be taken by CEO, certification body.