# Annex C: Surveillance Plan

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| **Surveillance PlanISO/IEC 20000-1:2018 and ISO 22301:2019** |
| **1**: Initial Audit**2:** Surveillance 1 Audit**3**: Surveillance 2 Audit**4**: Recertification Audit | **Plan** |
| **1****(202X)** | **2** **(202X)** | **3****(202X)** | **4****(202X)** |
| **ISO/IEC 20000-1:2018 and ISO 22301:2019** |
| **4 Context of the organization** |
| **4.1** | Understanding the organization and its context  |  |  |  |  |
| **4.2** | Understanding the needs and expectations of interested parties  |  |  |  |  |
| **4.3** | Determining the scope of the business continuity management system  |  |  |  |  |
| Determining the scope of the service management systemy  |
| **4.4** | Business continuity management system  |
| Service management system  |
| **5 Leadership** |
| **5.1** | Leadership and commitment  |  |  |  |  |
| **5.2** | Policy  |  |  |  |  |
| **5.3** | Organizational roles, responsibilities and authorities  |  |  |  |  |
| Roles, responsibilities and authorities  |
| **6 Planning** |
| **6.1** | Actions to address risks and opportunities  |  |  |  |  |
| **6.2** | Business continuity objectives and plans to achieve them |  |  |  |  |
| Service management objectives and planning to achieve them |
| **6.3** | Planning of changes  |  |  |  |  |
| **7 Support** |
| **7.1** | Resources  |  |  |  |  |
| **7.2** | Competence  |  |  |  |  |
| **7.3** | Awareness  |  |  |  |  |
| **7.4** | Communication  |  |  |  |  |
| **7.5** | Documented information  |  |  |  |  |
| **7.6** | Knowledge  |  |  |  |  |
| **8 Operation** |
| **8.1** | Operational planning and control |  |  |  |  |
| **8.2** | Business impact analysis and risk assessment  |  |  |  |  |
| Service portfolio |
| **8.3** | Business continuity strategy  |
| Relationship and agreement  |
| **8.4** | Business continuity plans and procedures  |  |  |  |  |
| Supply and demand  |
| **8.5** | Exercise programme  |  |  |  |  |
| Service design, build and transition  |
| **8.6** | Evaluation of business continuity documentation and capabilities |  |  |  |  |
| Resolution and fulfilment  |
| **8.7** | Service assurance  |  |  |  |  |
| **9 Performance evaluation** |
| **9.1** | Monitoring, measurement, analysis and evaluation  |  |  |  |  |
| **9.2** | Internal audit  |  |  |  |  |
| **9.3** | Management review  |  |  |  |  |
| **9.4** | Service reporting  |  |  |  |  |
| **10 Improvement** |
| **10.1** | Nonconformity and corrective action |  |  |  |  |
| **10.2** | Continual improvement |  |  |  |  |
| **11. Additional requirements** |
|  | Use of Logo |  |  |  |  |
|  | List of documents included in the audited MS |  |  |  |  |
| **Notes and comments:** |  |

*For completed visits, mark “X” in the box for each clause/process covered.*

*For planned visits, mark “O” in the box for each clause/process to be covered.*