# Annex C: Surveillance Plan

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| **Surveillance Plan ISO/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.*