# Annex C: Surveillance Plan

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| **Surveillance PlanISO/IEC 20000-1:2018** |
| **1**: Initial Audit**2:** Surveillance 1 Audit**3**: Surveillance 2 Audit**4**: Recertification Audit | **Plan** |
| **1****(201X)** | **2****(201X)** | **3****(201X)** | **4****(201X)** |
| **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 service management system |  |  |  |  |
| **4.4** | Service management system |  |  |  |  |
| **5 Leadership** |
| **5.1** | Leadership and commitment |  |  |  |  |
| **5.2** | Policy |  |  |  |  |
| **5.3** | Organizational roles, responsibilities and authorities |  |  |  |  |
| **6 Planning** |
| **6.1** | Actions to address risks and opportunities |  |  |  |  |
| **6.2** | Service management objectives and planning to achieve them |  |  |  |  |
| **6.3** | Plan the service management system |  |  |  |  |
| **7 Support of the service management system** |
| **7.1** | Resources |  |  |  |  |
| **7.2** | Competence |  |  |  |  |
| **7.3** | Awareness |  |  |  |  |
| **7.4** | Communication |  |  |  |  |
| **7.5** | Documented information |  |  |  |  |
| **7.6** | Knowledge |  |  |  |  |
| **8 Operation of the service management system** |
| **8.1** | Operational planning and control |  |  |  |  |
| **8.2** | Service delivery |  |  |  |  |
| **8.3** | Relationship and agreement |  |  |  |  |
| **8.4** | Supply and demand |  |  |  |  |
| **8.5** | Service design, build and transition |  |  |  |  |
| **8.6** | 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 |  |  |  |  |
| **9.3** | 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.*