# Annex C: Surveillance Plan

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| **Surveillance Plan ISO/IEC 20000-1:2018 and ISO/IEC 27001:2022** | | | | | | |
| **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/IEC 27001:2022 Clauses** | | | | | | |
| **4 Context of the organization** | | | | | | |
| **4.1** | Understanding the organization and its context (ISMS & SMS) | |  |  |  |  |
| **4.2** | Understanding the needs and expectations of interested parties (ISMS & SMS) | |  |  |  |  |
| **4.3** | Determining the scope of the information security management system (ISMS) | |  |  |  |  |
| Determining the scope of the service management systemy (SMS) | |
| **4.4** | Information security management system (ISMS) | |  |  |  |  |
| Service management system (SMS) | |
| **5 Leadership** | | | | | | |
| **5.1** | Leadership and commitment (ISMS & SMS) | |  |  |  |  |
| **5.2** | Policy (ISMS & SMS) | |  |  |  |  |
| **5.3** | Organizational roles, responsibilities and authorities (ISMS & SMS) | |  |  |  |  |
| **6 Planning** | | | | | | |
| **6.1** | Actions to address risks and opportunities (ISMS & SMS) | |  |  |  |  |
| **6.2** | Objectives and planning to achieve them (ISMS & SMS) | |  |  |  |  |
| **6.3** | Planning of changes | |  |  |  |  |
| **7 Support** | | | | | | |
| **7.1** | Resources (ISMS & SMS) | |  |  |  |  |
| **7.2** | Competence (ISMS & SMS) | |  |  |  |  |
| **7.3** | Awareness (ISMS & SMS) | |  |  |  |  |
| **7.4** | Communication (ISMS & SMS) | |  |  |  |  |
| **7.5** | Documented information (ISMS & SMS) | |  |  |  |  |
| **7.6** | Knowledge (SMS) | |  |  |  |  |
| **8 Operation** | | | | | | |
| **8.1** | Operational planning and control (ISMS & SMS) | |  |  |  |  |
| **8.2** | Information security risk assessment (ISMS) | |  |  |  |  |
| Service portfolio (SMS) | |
| **8.3** | Information security risk treatment (ISMS) | |  |  |  |  |
| Relationship and agreement (SMS) | |
| **9 Performance Evaluation** | | | | | | |
| **9.1** | Monitoring, measurement, analysis and evaluation (ISMS & SMS) | |  |  |  |  |
| **9.2** | Internal audit (ISMS & SMS) | |  |  |  |  |
| **9.3** | Management review (ISMS & SMS) | |  |  |  |  |
| **9.4** | Service reporting (SMS) | |  |  |  |  |
| **10 Improvement** | | | | | | |
| **10.1** | Continual improvement (ISMS & SMS) | |  |  |  |  |
| **10.2** | Nonconformity and corrective action (ISMS & SMS) | |  |  |  |  |
| **Control objectives and controls** | | | | | | |
| **A.5** | Information security policies | |  |  |  |  |
| **A.6** | Organization of information security | |  |  |  |  |
| **A.7** | Human resource security | |  |  |  |  |
| **A.8** | Asset management | |  |  |  |  |
| **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.*