# Annex C: Surveillance Plan

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| **Surveillance Plan ISO 9001:2015, 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 9001:2015, ISO/IEC 20000-1:2018 and ISO/IEC 27001:2022 Clauses** | | | | | | |
| **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 information security management system (ISMS) | |  |  |  |  |
| Determining the scope of the quality management system (QMS) | |
| Determining the scope of the service management systemy (SMS) | |
| **4.4** | Information security management system (ISMS) | |  |  |  |  |
| Quality management system and its processes (QMS) | |
| Service management system (SMS) | |
| **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** | Information security objectives and planning to achieve them (ISMS) | |  |  |  |  |
| Quality objectives and planning to achieve them (QMS) | |
| Service management objectives and planning to achieve them (SMS) | |
| **6.3** | Planning changes (QMS)  Plan the service management system (SMS) | |  |  |  |  |
| **7 Support** | | | | | | |
| **7.1** | Resources | |  |  |  |  |
| **7.2** | Competence | |  |  |  |  |
| **7.3** | Awareness | |  |  |  |  |
| **7.4** | Communication | |  |  |  |  |
| **7.5** | Documented information | |  |  |  |  |
| **7.6** | Knowledge (SMS) | |  |  |  |  |
| **8 Operation** | | | | | | |
| **8.1** | Operational planning and control | |  |  |  |  |
| **8.2** | Information security risk assessment (ISMS) | |  |  |  |  |
| Requirements for products and services (QMS) | |
| Service portfolio (SMS) | |
| **8.3** | Information security risk treatment (ISMS) | |  |  |  |  |
| Design and development of products and services (QMS) | |
| Relationship and agreement (SMS) | |
| **8.4** | Control of externally provided processes, products and services (QMS) | |  |  |  |  |
| Supply and demand (SMS) | |
| **8.5** | Production and service provision (QMS) | |  |  |  |  |
| Service design, build and transition (SMS) | |
| **8.6** | Release of products and services (QMS | |  |  |  |  |
| Resolution and fulfilment (SMS) | |
| **8.7** | Control of nonconforming outputs (QMS) | |  |  |  |  |
| Service assurance (SMS) | |
| **9 Performance Evaluation** | | | | | | |
| **9.1** | Monitoring, measurement, analysis and evaluation | |  |  |  |  |
| **9.2** | Internal audit | |  |  |  |  |
| **9.3** | Management review | |  |  |  |  |
| **9.4** | Service reporting (SMS) | |  |  |  |  |
| **10 Improvement** | | | | | | |
| **10.1** | General (QMS) | |  |  |  |  |
| Continual improvement (ISMS & SMS) | |
| **10.2** | Nonconformity and corrective action (QMS) | |  |  |  |  |
| Nonconformity and corrective action (ISMS & SMS) | |
| **10.3** | Continual improvement (QMS) | |  |  |  |  |
| **Control objectives and controls** | | | | | | |
| **A.5** | Organizational controls | |  |  |  |  |
| **A.6** | People controls | |  |  |  |  |
| **A.7** | Physical Controls | |  |  |  |  |
| **A.8** | Technological controls | |  |  |  |  |
| **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.*