# 1. Company data

|  |  |
| --- | --- |
| Companies |  |
|  |  |
| Number of employees (total) |  |
| Number of employees in the scope |  |
| (if necessary also per location) |  |

**2. Company profile and business activity**

# 2.1 Scope

*Please describe the scope of Information Technology - Service Management System (IT-SMS). The scope will be on the certificate. If the scope is different for individual locations, please name the individual scopes.*

# 2.2 Activities

*Describe the activities covered by the IT-SMS and will be certified.*

# 

# 2.3 Requirements

*What kind of products and services do you offer and are there specific legal requirements for the product or service?*

# 2.4 Confidential documents

*Are IT-SMS documents (Procedures, records, etc.) confidential and / or cannot be made accessible to the certification body for review?*

**Yes**  **No**

*If so, please tell us what kind of documents / information you cannot provide. Depending on the type of documents / information, the audit may not be performed.*

# 3. Evaluation criteria

*Please tick the appropriate rating for the following criteria for the scope of the IT-SMS.*

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Criteria** | **Evaluation** | |
| Yes | No |
| 1.1 | Complex logistics with multiple legal responsibilities, multiple sites of the same type operating in one or more time zones |  |  |
| 1.2 | Complexity of linguistic differences across different locations, e.g. Employees speak more than one language (translators are required or individual auditors cannot work independently) |  |  |
| 1.3 | Considerable size or complexity of the IT-SMS scope, e.g. large number of services, employees or sites, specialized services that are difficult to understand and maintain |  |  |
| 1.4 | High level of legal and regulatory requirements concerning customer SMS, e.g. intellectual property rights, privacy, food, drugs, aerospace, nuclear technology |  |  |
| 1.5 | Different activities in different shifts |  |  |
| 1.6 | Temporary sites / construction sites within the scope of the IT-SMS that require a specific audit |  |  |
| 1.7 | Complex business processes that run within the scope |  |  |
| 1.8 | A high level of dependency on other parties, such as suppliers, internal groups or customers acting as suppliers, contributes to the provision of services |  |  |
| 1.9 | Frequently new services, service deduction, transfer or significant changes of services |  |  |
| 2.1 | Small changes in the IT-SMS and the services |  |  |
| 2.2 | Previously proven effective performance of the SMS, e.g. certified by another accredited certification authority |  |  |
| 2.3 | Combined audit of the IT-SMS with one or more relevant management systems |  |  |
| 2.4 | Knowledge about the organization, e.g. already certified to another standard by the same certification authority |  |  |
| 2.5 | Only one single, simple service |  |  |
| 2.6 | Similar activities in all layers, with evidence of equal performance in all layers, e.g. Service Desk |  |  |
| 2.7 | A significant portion of the service management staff carries out similar simple tasks |  |  |
| 2.8 | One branch with a small number of employees |  |  |
| 2.9 | A low level of dependency on other parties, such as suppliers, internal groups or customers acting as suppliers, contributes to the provision of services |  |  |

# 4. Schedule

|  |  |  |
| --- | --- | --- |
| We expect an offer until: |  | |
| Scheduled dates for the  (re-) certification audit: | Stage-1-Audit |  |
|  | Stage-2-Audit |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

place, date, signature of the management