

	ISO 9001	ISO 14001	ISO 45001	ISO 50001	ISO 27001	ISO 20000-1	ISO 22301	ISO 55001
4	CONTEXT OF THE ORGANISATION							
4.1	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of workers and interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of stakeholders
4.2.1							General	
4.2.2							Legal and regulatory requirements	
4.3	Determining the scope of the quality management system	Determining the scope of the environmental management system	Determining the scope of the OH&S management system	Determining the scope of the energy management system	Determining the scope of the information security management system	Determining the scope of the service management system	Determining the scope of the business continuity management system	Determining the scope of the asset management system
4.3.1							General	
4.3.2							Scope of the business continuity management system	
4.4	Quality management system and its processes	Environmental management system	OH&S management system	Energy management system	Information security management system	Service management system	Business continuity management system	Asset management system
5	LEADERSHIP							
5.1	Leadership and commitment	Leadership and commitment	Leadership and commitment	Leadership and commitment	Leadership and commitment	Leadership and commitment	Leadership and commitment	Leadership and commitment
5.1.1	General							
5.1.2	Customer Focus							
5.2	Policy	Environmental policy	OH&S policy	Energy policy	Policy	Policy	Policy	Policy
5.2.1	Establishing the quality policy					Establishing the service management policy	Establishing the business continuity policy	
5.2.2	Communicating the quality policy					Communicating the service management policy	Communicating the business continuity policy	
5.3	Organisational roles, responsibilities and authorities	Organisational roles, responsibilities and authorities	Organisational roles, responsibilities and authorities	Organisational roles, responsibilities and authorities	Organisational roles, responsibilities and authorities	Organisational roles, responsibilities and authorities	Roles, responsibilities and authorities	Organisational roles, responsibilities and authorities
5.4			Consultation and participation of workers					
6	PLANNING							
6.1	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities	Actions to address risks and opportunities for the asset management system
6.1.1		General	General				Determining risks and opportunities	
6.1.2		Environmental aspects	Hazard identification and assessment of risks and opportunities				Addressing risks and opportunities	
6.1.3		Compliance obligations	Determination of legal requirements and other requirements					
6.1.4		Planning action	Planning action					
6.2	Quality objectives and how to achieve them	Environmental objectives and planning to achieve them	OH&S objectives and planning to achieve them	Objectives, energy targets and planning to achieve them	Information security objectives and planning to achieve them	Service management objectives and planning to achieve them	Business continuity objectives and planning to achieve them	Asset management objectives and planning to achieve them
6.2.1		Environmental objectives	OH&S objectives			Establish objectives	Establishing the business continuity objectives	
6.2.2		Planning actions to achieve environmental objectives	Planning to achieve OH&S objectives			Plan to achieve objectives	Determining business continuity objectives	
6.3	Planning of changes			Energy review		Plan the service management system		
6.4				Energy performance indicators				
6.5				Energy baseline				
6.6				Planning for collection of energy data				
7	SUPPORT							
7.1	Resources	Resources	Resources	Resources	Resources	Resources	Resources	Resources
7.1.1	General							
7.1.2	People							
7.1.3	Infrastructure							
7.1.4	Environment for the operation of processes							
7.1.5	Monitoring and measuring resources							
7.1.5.1	General							
7.1.5.2	Measurement traceability							
7.1.6	Organisational knowledge							
7.2	Competence	Competence	Competence	Competence	Competence	Competence	Competence	Competence
7.3	Awareness	Awareness	Awareness	Awareness	Awareness	Awareness	Awareness	Awareness
7.4	Communication	Communication	Communication	Communication	Communication	Communication	Communication	Communication
7.4.1	General							
7.4.2	Internal communication							
7.4.3	External communication							
7.5	Documented information	Documented information	Documented information	Documented information	Documented information	Documented information	Documented information	Information requirements
7.5.1	General	General	General	General		General	General	
7.5.2	Creating and updating	Creating and updating	Creating and updating	Creating and updating		Creating and updating documented information	Creating and updating	
7.5.3	Control of documented information	Control of documented information	Control of documented information	Control of documented information		Control of documented information	Control of documented information	
7.5.4						Service management system documented information		
7.6								Documented Information
8	OPERATION							
8.1	Operational planning and control	Operational planning and control	Operational planning and control	Operational planning and control	Operational planning and control	Operational planning and control	Operational planning and control	Operational planning and control
8.1.1			General					
8.1.2			Eliminating hazards and reducing OH&S risks					
8.1.3			Management of change					
8.1.4			Procurement					
8.2	Requirements for products and services	Emergency preparedness and response	Emergency preparedness and response	Design	Information security risk assessment	Service portfolio	Business impact analysis and risk assessment	Management of change
8.2.1	Customer communication					Service delivery	General	
8.2.2	Determining the requirements for products and services					Plan the services	Business impact analysis	
8.2.3	Review of the requirements for products and services					Control of parties involved in the service lifecycle	Risk assessment	
8.2.4	Changes to requirements for products and services					Service catalogue management		
8.2.5						Asset management		
8.2.6						Configuration management		
8.3	Design and development of products and services			Procurement	Information security risk treatment	Relationship and agreement	Business continuity strategies and solutions	Outsourcing
8.3.1	General					General	General	
8.3.2	Design and development planning					Business relationship management	Identification of strategies and solutions	
8.3.3	Design and development inputs					Service level management	Selection of strategies and solutions	
8.3.4	Design and development controls					Supplier management	Resource requirements	
8.3.5	Design and development outputs						Implementation of solutions	
8.3.6	Design and development changes							
8.4	Control of externally provided processes, products and services					Supply and demand	Business continuity plans and procedures	
8.4.1	General					Budgeting and accounting for services	General	
8.4.2	Type and extent of control					Demand management	Response structure	
8.4.3	Information for external providers					Capacity management	Warning and communication	
8.4.4							Business continuity plans	
8.4.5							Recovery	
8.5	Production and service provision					Service design, build and transition	Exercise programme	
8.5.1	Control of production and service provision					Change management		
8.5.2	Identification and traceability					Service design and transition		
8.5.3	Property belonging to customers or external providers					Release and deployment management		
8.5.4	Preservation							
8.5.5	Post-delivery activities							
8.5.6	Control of changes							
8.6	Release of products and services					Resolution and fulfillment	Evaluation of business continuity documentation and capabilities	
8.6.1						Incident management		
8.6.2						Service request management		
8.6.3						Problem management		
8.7	Control of non-conforming outputs					Service assurance		
8.7.1						Service availability management		
8.7.2						Service continuity management		
8.7.3						Information security management		
9	PERFORMANCE EVALUATION							
9.1	Monitoring, measurement, analysis and evaluation	Monitoring, measurement, analysis and evaluation	Monitoring, measurement, analysis and performance evaluation	Monitoring, measurement, analysis and evaluation of energy performance and the EMS	Monitoring, measurement, analysis and evaluation	Monitoring, measurement, analysis and evaluation	Monitoring, measurement, analysis and evaluation	Monitoring, measurement, analysis and evaluation
9.1.1	General	General	General	General				
9.1.2	Customer satisfaction	Evaluation of compliance	Evaluation of compliance	Evaluation of compliance with legal requirements and other requirements				
9.1.3	Analysis and evaluation							
9.2	Internal audit	Internal audit	Internal audit	Internal audit	Internal audit	Internal audit	Internal audit	Internal audit
9.2.1	General						General	
9.2.2	Internal audit programme	Internal audit programme	Internal audit programme				Audit programme(s)	
9.3	Management review	Management review	Management review	Management review	Management review	Management review	Management review	Management review
9.3.1	General						General	
9.3.2	Management review inputs						Management review inputs	
9.3.3	Management review outputs						Management review outputs	
9.4						Service reporting		
10	IMPROVEMENT							
10.1	General	General	General	Nonconformity and corrective action	Nonconformity and corrective action	Nonconformity and corrective action	Nonconformity and corrective action	Nonconformity and corrective action
10.2	Nonconformity and corrective action	Nonconformity and corrective action	Incident, nonconformity and corrective action	Continual improvement	Continual improvement	Continual improvement	Continual improvement	Continual improvement
10.3	Continual improvement	Continual improvement	Continual improvement					