

ISO 20000-1 ITSMS QUOTE REQUEST FORM

1. Are there any other parties involved in the provision of services?

Yes

No

If yes, Please provide details of number of other parties, for example:

- **Internal groups**, i.e. groups within the service provider's organisation but not within the direct control of the service provider. For example, an internal group of software developers could be an "internal group".
- **Customers acting as suppliers**. For example, a customer can operate service request fulfilment or some aspects of incident management such as call logging & "first line" support.
- **Suppliers** for example suppliers providing software development or software application hosting services

2. Clearance: Does the audit team need any vetting/clearance to attend site/review service records?

Yes

No

3. Risk level and complexity

Type	Standard Examples	Yes	No	Comments
Risk	(i) Failure to meet the service level agreement will result in the risk of service users' public / user / consumer health, safety and so on	<input type="checkbox"/>	<input type="checkbox"/>	
	(ii) Failure to meet service level agreements will jeopardize the continuity of national infrastructure and basic services	<input type="checkbox"/>	<input type="checkbox"/>	
Complexity	(1) Complicated logistics involving multi-jurisdiction, multi-site working, in the same, or across a number of, time zone(s).	<input type="checkbox"/>	<input type="checkbox"/>	
	(2) Complexity of language differences across different locations, e.g. personnel speaking in more than one language (requiring interpreter(s) or preventing individual auditors from working independently).	<input type="checkbox"/>	<input type="checkbox"/>	
	(3) Large size or complexity of the SMS scope, e.g. high number of services, personnel or locations, specialized services which are difficult to understand and maintain.	<input type="checkbox"/>	<input type="checkbox"/>	
	(4) High degree of legal or regulatory requirements affecting the client's SMS e.g. intellectual property rights, privacy, food, drug, aerospace, nuclear.	<input type="checkbox"/>	<input type="checkbox"/>	
	(5) Different activities done in different shifts	<input type="checkbox"/>	<input type="checkbox"/>	
	(6) Temporary sites within the scope of the SMS for a specific audit	<input type="checkbox"/>	<input type="checkbox"/>	
	(7) Complex business processes performed within the scope of the SMS, e.g. software development, remote monitoring, remote access, hosting of customer systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(8) A high level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services	<input type="checkbox"/>	<input type="checkbox"/>	
	(9) Frequent addition of new services, removal of services, transfer of services or significant changes to services.	<input type="checkbox"/>	<input type="checkbox"/>	
	(10) A low rate of change to the SMS and the services	<input type="checkbox"/>	<input type="checkbox"/>	

Type	Standard Examples	Yes	No	Comments
Complexity	(11) Previously demonstrated effective performance of the SMS, e.g. previously certified with another accredited certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(12) Combined audit of the SMS with one or more other relevant management systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(13) Prior knowledge of the organization, e.g. already certified to another standard by the same certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(14) A single, simple service.	<input type="checkbox"/>	<input type="checkbox"/>	
	(15) Identical activities performed on all shifts, with appropriate evidence of equivalent performance on all shifts, e.g. service desk	<input type="checkbox"/>	<input type="checkbox"/>	
	(16) A significant proportion of service management personnel carry out a similar simple function.	<input type="checkbox"/>	<input type="checkbox"/>	
	(17) Single site with low number of personnel.	<input type="checkbox"/>	<input type="checkbox"/>	
	(18) A low level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services.	<input type="checkbox"/>	<input type="checkbox"/>	

4. Do you hold any information of a confidential or sensitive nature which cannot be made available for review by the audit team?

Yes No

If yes provide details

5. Are you aware of any standards, regulations or laws with which your company or industry must comply? If so list these below:

Yes No

Legal (e.g. Data Protection Act):

Regulatory (e.g. PCI DSS, Information Governance Statement of Compliance (IG SoC)):

If you have any problems completing this form please call 0800 052 2424 (option 2) or email sales@nqa.com

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