ADDITIONAL INFORMATION / AUDIT REQUIREMENTS

1. **Access to the Organization's Management System Documents & Records:**

   The Organization:

   - must inform QMSCERT in case there are documents / records of the System which contain confidential or sensitive information and which the audit team will not be able to access,
   - in case there are such documents / records, they must inform QMSCERT about their type and use.

   QMSCERT:

   - will evaluate the above information and if these documents / records are considered essential for the certification / audit process, will inform the Organization about the necessity of permission to access the specific files. If the Organization's response is negative, then QMSCERT will inform the Organization that the audit cannot be conducted until access to them is granted.

2. **Additional Objectives during the audit:**

   The Organization should be aware that during the audit the audit team will check that interfaces at the boundaries of the SMS with other parties participating in the activities of the SMS, are identified and controlled.

   QMSCERT shall also ensure that the client is aware of and managing any risks to the SMS and the services arising from the interfaces.

3. **Identification of other parties involved in the MS.**

   QMSCERT shall have access to evidence of the identification of other parties involved in the provision of services for the client and how they are controlled as specified in ISO/IEC 20000-1.

4. **Multi-site audit.**

   In case that the Organization applies for multi-site certification and in order for this to be applicable, they must ensure that:

   - All sites (locations) operate under the same SMS, which is centrally administered,
   - All sites (locations) are included within the client's internal audit program, and
   - All sites (locations) are included within the client's management review program.

   In any other case the sites (locations) cannot be included in the certification process.

5. **Integration of different management systems.**

    In cases that the Organization applies other management systems besides ISO 20000-1 and wishes to be certified or has already been certified against them, then:

    a) The other management system must be relevant to the SMS.

    b) The other management system's certification scope is is the same as, or greater than, that defined for the ISO/IEC 20000-1 certification.

6. **Conducting part of the audit through remote techniques.**

    In case that the Organization wishes / agrees part of the audit to be conducted through remote audit techniques the following must apply:

1	**Teleconferencing:** video and audio, web meeting, interactive web-based communications.
2	Remote access to tools used to support the SMS.
3	Remote access to the library of SMS documents and records

    If one of the above does not apply then the remote audit cannot be conducted..

Note: the remote auditing activities cannot represent more than 30 % of the planned on-site audit time.

Note: This ANNEX in combination with the Audit Information and Expectation are part of the commitments signed and agreed by the Organization through the contract (F-2002) with QMSCERT.