This concerns only Organizations/Companies applying for certification according to the ISO/IEC 20000-1 standard. Please complete the following details:

|  |
| --- |
| **FACTORS RELATED TO THE ORGANIZATION'S ACTIVITY** |
| 1. **Offered Services**
 |
| Describe the scope for which you are applying for certification: |
| 1. **The services are offered:**
 |
| 1. To all your clients
 | ... |
| 1. To specific clients
 | ... |
| 1. To internal clients
 | ... |
| 1. Combination of a) & c)
 | ... |
| 1. Combination of b) & c)
 | ... |
| 1. **The services are offered**
 |
| 1. By you
 | ... |
| 1. By an external collaborator
 | ... |
| 1. **The services are offered**
 |
| 1. By you and for specific locations
 | ... |
| 1. By an external partner and for specific locations
 | ... |
| 1. There are no specific locations
 | ... |
| 1. **Personnel**
 |
| Total number of full-time employees |  |
| Total number of part-time employees |  |
| Total number of external collaborators (number of personnel) |  |
| 1. **System’s Documents & Records**
 |
| Are there forms/files in the System that contain confidential or sensitive information, and to which the inspection team will not have access? | ... |
| If yes, describe: |  |
| 1. **If another management system is already applied (e.g. ISO 9001, ISO 27001)**
 |
| 1. Is the scope of the SMS same or smaller than the scope of the system applied?
 | ... |
| 1. Is the certificate active?
 | ... |
| 1. Has the scheduled inspection been carried out during the previous period?
 | ... |
| 1. **In case there are multiple locations (sites)**
 |
| 1. Do they Operate under one Management System managed centrally?
 | ... |
| 1. Are the sites included in the internal audit program?
 | ... |
| 1. Are the sites included in the Management Review program?
 | ... |
| **Comments:**  |

Instructions:

* This form is always to be send along with Organization Profile (F-2503 form)

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| **Rev. No:** | **Revision Date** | Nature of Change | Review & Approval |
| 0 | 19/10/2021 | Original Issue | VN/LDK |