Dear ladies and gentleman:

Please

* Give us some specific information for assessment of the complexity of your SMS because of our requirements from ISO 20000-6\_2017.
* Fill out the column <Customer data> and column the <Customer specifications> regarding the corresponding complexity factor from column <Complexity factor (CF)>.
* Send the data sheet together with our “Questionnaire for Offer Preparation and Preparation for a Certification Procedure” (A00F100e) back to TUEV NORD.

**Name of organization**

| **CF ID** | **Complexity factor (CF)** | **Customer data** | **Customer specifications** |
| --- | --- | --- | --- |
| 01 | Determine the scope of the service management system (SMS).  REF: ISO 20000-6 8.2.1, 20000-1 4.3, ISO 20000-3 6.2,6.4 | **Scope definition:** | **Specified scope definition:**      **(**Sample template: The SMS of <name of organization> that provides/delivers <*list of* services> from <organization location/s> to <customer/s> at <customer location> *in accordance with the service catalogue*.**)** |
| 02 | What is the effective number of personnel doing work under the organization’s control within the SMS scope including non-permanent (contractors) and part time personnel on each shift.  REF: 20000-6 9.1.4.1 | **0** |  |
| 03 | Please list all your locations (including headquarter) with the corresponding address and the amount of persons doing work at the related site.  Structure: <HQs > ; <Adr1>; <No. Persons>; scope; <Site 1> ; <Adr2>; <No. Persons>; scope; <Site 2> ; <Adr3>; <No. Persons>; scope; …  OR Reference to attachment (A00F100Annex\_InfMS\_Multisite)  REF: 17021 9.1.5; 20000-6 9.1.5.1 |  |  |
| 04 | Do you wish a combined audit (e.g. together with ISO 9001, ISO 27001, ISO 22301, …)?  REF: 20000-6:2017 9.1.6 | **Please select** | **Explanation in case of “Yes”** |
| 05 | Do you wish a multiple-site-sample audit ?  (Note: The answer is NO if you have not branch office in your organization)  REF: 20000-6:2017 9.1.5 | **Please select** | **Explanation in case of “Yes”** |

Prepared by:

(organization’s representative)

**Additional second level factors for adjustment of additional audit time (ref. REF: 20000-6 9.1.4.2)**

Please change the default specification if you have a different situation in your organization!

| **CF ID** | **Complexity factor (CF)** | **Customer data** | **Customer specifications** |
| --- | --- | --- | --- |
| 06 | Complicated logistics involving multi-jurisdiction, multi-site working, in the same, or across a number of, time zone(s). | **Please select** |  |
| 07 | 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). | **Please select** |  |
| 08 | 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. | **Please select** |  |
| 09 | High degree of legal and regulatory requirements affecting the client's SMS, e.g. intellectual property rights, privacy, food, drug, aerospace, nuclear. | **Please select** |  |
| 10 | Different activities done in different shifts. | **Please select** |  |
| 11 | Temporary sites within the scope of the SMS for a specific audit. | **Please select** |  |
| 12 | Complex business processes performed within the scope of the SMS. | **Please select** |  |
| 13 | A high level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services. | **Please select** |  |
| 14 | Frequent addition of new services, removal of services, transfer of services or significant changes to services. | **Please select** |  |

**Additional second level factors for adjustment of less audit time (ref. REF: 20000-6 9.1.4.2)**

| **CF ID** | **Complexity factor (CF)** | **Customer data** | **Customer specifications** |
| --- | --- | --- | --- |
| 15 | A low rate of change to the SMS and the services. | **Please select** |  |
| 16 | Previously demonstrated effective performance of the SMS, e.g. previously certified with another accredited certification body. | **Please select** |  |
| 17 | Combined audit of the SMS with one or more other relevant management systems. | **Please select** |  |
| 18 | Prior knowledge of the organization, e.g. already certified to another standard by the same certification body. | **Please select** |  |
| 19 | A single, simple service. | **Please select** |  |
| 20 | Identical activities performed on all shifts, with appropriate evidence of equivalent performance on all shifts, e.g. service desk. | **Please select** |  |
| 21 | A significant proportion of service management personnel carry out a similar simple function. | **Please select** |  |
| 22 | Single site with low number of personnel. | **Please select** |  |
| 23 | A low level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services. | **Please select** |  |