Questionnaire

For Offer Preparation and Preparation for a Certification Procedure

A. Requested Information / Documents

Please submit the documents listed below are already on hand?

Document Type	Remarks (e.g. document title, revision etc..)
Management review report	
Internal audit report	
Information Security policy	
Information Security objectives	
Information Security planning	
Quality manual	
Statement of Applicability	

B. ISMS Scope Complexity

Please answer the customer data and customer description on the table below to classify the ISMS scope complexity.

Customer data (H / M / L)	Customer description	Complexity factor	Category		
			High (H)	Medium (M)	Low (L)
		# of sites (head and branch offices)	>= 5	>= 2	<=1
		Complexity of the ISMS (Processes and tasks)	Complex processes; many business units included in scope; (high number of products and services)	Standard but non-repetitive processes; (high number of products and services)	Standard processes with standard and repetitive tasks; (few products and services)
		The type(s) of business and regulatory .	High risk business with (only) limited regulatory require-	High regulatory requirements. Organisation has	Low risk business without regulatory requirements.

Customer data (H / M / L)	Customer description	Complexity factor	Category		
			High (H)	**Medium (M)**	**Low (L)**
			ments. Organisation works in critical business sectors.	costumers in critical business sectors.	
		Previously demonstrated performance of the ISMS.	No other MS implemented at all, ISMS is new and not established	Some elements of other MS are implemented, others not	ISMS is already is well established and/or other MS are in place.
		IT infrastructure complexity: # of IT Assets (server, workstations, PCs, network, external interfaces, smartphones, ...)	Few or high standardized IT platforms, servers, OSs', databases, networks, … >5000	Several different IT platforms, servers, OSs', databases, networks, … >500	Many different IT platforms, servers, OSs', databases, networks, … >50
		Extent of outsourcing and third party arrangements. (including Cloudservice)	High dependency on outsourcing or suppliers with large impact on important business activities; or unknown amount or extent of outsourcing; or several unmanaged outsourcing arrangements.	Several partly managed outsourcing arrangements.	No outsourcing and little dependency on suppliers; or well-defined, managed and monitored outsourcing arrangements. Outsourcer has a certified ISMS. Relevant inde-pendent assur-ance reports are available.
		Information System developement	Extensive in-house or outsourced system and application development for important business purposes	Some in-house or outsourced system and application development für some important business purposes	None or very limited in-house system and application development

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TÜV NORD
Indonesia

Customer data (H / M / L)	Customer description	Complexity factor	Category		
			High (H)	**Medium (M)**	**Low (L)**
		Total number of sites and number of Disaster Recovery sites	High availability requirements e.g. 24/z services.	Medium or High availability requirements and no or one DR site	Low availability requirements and no or one alernative DR site.
		<u>For survailance or re-certification audit and</u> <u>only in case of changes of the organization or the Scope:</u> Is the extent of changes relevant to the ISMS iin accordance with notices changes by the certified client?	Major changes in scope or SoA of ISMS, e.g. new processes, new business units, areas, risk assessment management methodology, policies, documentation, risk treatment, …	Minor changes in scope or SoA of ISMS, e.g. some policies, documents, etc.	No changes since last (Re)-certification audit.

We herewith confirm the completeness and accuracy of the information given above and in any annexes which may be attached. We agree that this information may be stored for the purposes of drafting an offer and processing any resulting order or transactions.

Bersama ini kami mengkonfirmasi kelengkapan dan keakuratan informasi yang diberikan di atas dan di dalam lampiran yang mungkin dilampirkan. Kami setuju bahwa informasi ini dapat disimpan untuk tujuan menyusun penawaran dan memproses apapun yang menghasilkan pesanan atau transaksi.

Place/Date	Name, Function	Signature*)
Tempat/Tanggal	*Nama, Jabatan*	*Tanda tangan*

*) If sending by email, the sender's address will be accepted
  Jika dikirim melalui email, cukup membubuhkan alamat email pengirim pada bagian tanda tangan