

# R20.28ITSMS PRI Registration Survey for ISO/IEC 20000-1



This survey is to be used to obtain a cost proposal for ISO/IEC 20000-1 Information Technology Service Management System (ITSMS) registration services by PRI.

## A. Company Information

1. Company Name: \_\_\_\_\_
2. Address: \_\_\_\_\_  
\_\_\_\_\_
3. Proposal to be issued to: \_\_\_\_\_  
Same address as above? Yes  No  If No, please provide mailing address.  
\_\_\_\_\_  
 E-mail Address: \_\_\_\_\_ Web Site Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Primary language(s) spoken other than English \_\_\_\_\_

## B. Complete the following questions to obtain a cost proposal

ISO/IEC 20000-1:2018

The ANAB accreditation mark will be applied to this registration.

**Registration Approach** - Which of the following audit approaches would you like proposed?

- “Site”** (a stand alone location **OR** multiple locations in close proximity to one another, operating and addressing all requirements of the standard collectively, and issued one certificate)
- “Multi-site”** (an organization with multiple sites conducting similar operations, similar scopes, operating “under the same management manual and centrally managed. Issued one certificate listing all locations.)
- “Corporate\*”** (all sites, regardless of proximity, are audited collectively and are under one certificate. If the scope/product/processes differ, separate scopes will be required.)
- “Progressive\*\*”** (each site audited separately then added to the corporate certificate, when registered. If the scope/product/processes differ, separate scopes will be required. )

**Please provide the requested information for each site in the following table:\***

Location and Organization (Sites) including addresses for all buildings, etc.	No. Shifts (incl. times)	No. Of Employees, (incl. temps, contractor staff)	Products and/or Services

**\*Attach additional page(s) if more space is necessary**

1. How many business locations are within the scope of certification? \_\_\_\_\_

2. Are there any exclusions from the scope of certification (i.e., location, product, service)? \_\_\_\_\_
  3. What specific locations are the services provisioned from? \_\_\_\_\_
  4. What specific locations are the services provisioned to? \_\_\_\_\_
  5. What locations, if any, provide same or similar services under the same or similar procedures and service targets? \_\_\_\_\_
  6. How many and what type of Service Level Agreements are in place? \_\_\_\_\_
  7. Are hosted, co-located, and/or Managed Services providers (and services) utilized to deliver SMS services? \_\_\_\_\_
  8. Are other certifications or assurance schemes and audit performed, relevant and available (ex: PCI QSA, HIPPA, Business Associate Agreements, SSAE 16, SOC-1, CMM1)? \_\_\_\_\_
  9. How many internal and external users does the organization support? \_\_\_\_\_
  10. Are the systems and/or services used 24/7? Yes  No
  11. What are the primary services offered to users within the scope of the certification? (Note: in accordance with IT Service Descriptions in ISO/IEC 20000-1): \_\_\_\_\_  
\_\_\_\_\_
  12. What percent of the services provided are outsourced: None  \_\_\_\_\_ %. Please describe those services that are outsourced:  
\_\_\_\_\_  
\_\_\_\_\_.
- Note:** For 20000-1:2018, 100% outsourced services are not eligible for registration.
13. Is there a Configuration Management Database (CMDB)? Yes  No
  14. How many primary systems/applications/servers exist within the certification?  
\_\_\_\_\_
  15. Describe the volume of information processed.  
\_\_\_\_\_  
\_\_\_\_\_
  16. Describe the sensitivity and/or compliance nature of information processed. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  17. Are transactions financial transactions? Yes  No  Percent (%) of total? \_\_\_\_\_
  18. Percent of staff within certification that performs system/application design? \_\_\_\_\_
  19. Describe the disaster recovery design. \_\_\_\_\_  
\_\_\_\_\_
  20. How long has the IT Service Management System been in place and operating? \_\_\_\_\_  
\_\_\_\_\_
  21. Are there any additional requirements outside the standard (legal, regulatory, contractual) that apply under the scope of the ITSMS and ISO/IEC 20000-1 certification? \_\_\_\_\_  
\_\_\_\_\_

22. Give your intended "Scope of Registration" statement (Please refer to ISO/IEC 20000-3 for guidance)?

\_\_\_\_\_

23. What is your target date for registration? \_\_\_\_\_

24. Was a consultant used for the design, implementation, and/or audit of the ITSMS? Yes  No

If yes, indicate the name of your Consultant. \_\_\_\_\_

25. Are you ITAR responsible? Yes \_\_\_ No \_\_\_ Classified material or export control requirements related to PRI access, must be disclosed. \_\_\_\_\_

26. PRI auditors may not be U.S. citizens. Does your organization restrict foreign national entry to its site(s)? Yes \_\_\_ No \_\_\_ Please describe these restrictions. \_\_\_\_\_

**C. Other Management Systems**

1. Are you certified to other Management System Standards, e.g., ISO 9001, ISO 14001, ISO/IEC 27001?

(Y/N) \_\_\_\_\_ Which Standard(s)? \_\_\_\_\_

If not, would you like to discuss other certifications with PRI? Yes \_\_\_ No \_\_\_

2. Have you developed an integrated system? Yes \_\_\_ No \_\_\_

Which Standards are integrated? \_\_\_\_\_

- Does the manual include/meet all cited Standards? Yes \_\_\_ No \_\_\_
- Do internal audits address requirements of all standards/conducted in a combined effort? Yes \_\_\_ No \_\_\_
- Do management reviews address required inputs & outputs from all Standards? Yes \_\_\_ No \_\_\_
- Are required procedures common to all Standards? (doc & record control, training) Yes \_\_\_ No \_\_\_
- Is the corrective and preventive action system common to all cited Standards? Yes \_\_\_ No \_\_\_
- Is the Management Rep the same for all Standards? Yes \_\_\_ No \_\_\_
- If ISO/IEC 27001 is integrated with ISO/IEC 20000-1, is the scope of the 27K consistent with the scope of the 20K? Yes \_\_\_ No \_\_\_ (if No, then integrated audits are prohibited)

If the answer to all the above is yes, your system is integrated, and PRI will quote accordingly. Depending on the systems that are integrated, other information may be required. PRI will advise.

**D. For Our Information**

1. Does your company belong to any professional industry organization(s)? Yes  No

a) If yes, what association(s)? \_\_\_\_\_

2. How did you hear about PRI? \_\_\_\_\_

This survey is provided to assist PRI Quality System Registrar in defining the scope of registration and preparing a cost proposal. The receipt of this survey by PRI does not acknowledge our acceptance and/or approval of any aspect of possible registration.

\_\_\_\_\_  
Respondent's Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

*Thank you for completing this survey for a cost proposal. Please return to PRI via e-mail.*

**PRI Certification**  
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**Tel.: 724-934-9000 • SBullington@p-r-i.org**