[Organisation Name]

# Service Management, Information Security Management, and Quality Management Scope

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# Introduction

The purpose of [Organisation Name]’s Service Management System (SMS) is to ensure a minimal level of service management in compliance with the ISO/IEC 20000-1:2018 standard for all of [Organisation Name]’s services.

The purpose of [Organisation Name]’s Information Security Management System (ISMS) is to ensure a minimal level of information security in compliance with the ISO/IEC 27001:2013 standard for all of [Organisation Name]’s services.

The Quality Management System’s (QMS) purpose is to ensure a minimum level of quality in compliance with ISO 9001:2015 for the scope described in this document.

# Terms and Definitions

For the purpose of this document, terms and definitions given in ISO/IEC 20000-10:2018, ISO/IEC 27000:2018, and ISO 9000:2015 apply.

# Information Security Management, Service Management and Quality Management Policies

[Refer to your Quality Management, Service Management and/or Information Security Management policies]

# Organisation Structure

The organisation within the scope of the SMS, ISMS and QMS consists of several functional areas supporting [XXX] services.

## Operational Management:

Figure 1 – Operational Org Chart

## Information Security Management:

Figure 2 – Information Security Management Org chart

## Quality Management:

Figure 3 – Quality Management Org chart

# Scope

The scope and scope statement, as used on the external certification, is the following:

**ISO/IEC 27001:**

*“The [Organisation] Information Security Management System provides for the secure delivery of products and services within the boundaries of the following organizations:*

*[Organisation] providing [XXX] services governed by Statement of Applicability ISO 27001:2013 version N.M operating out of [List of locations]”*

**ISO 9001:**

*“The [Organisation] Quality Management System provides for the delivery of products and services within the boundaries of the following organizations:*

*[Organization] providing [XXX] services operating out of [List of locations]””*

**ISO/IEC 20000-1:**

*“The [Organisation] Service Management System provides for the delivery of services within the boundaries of the following organizations:*

*[Organisation] providing [XXX] services operating out of [List of locations] to [Customer\_Name]”*

# Future Scope Planning

[List any possible future changes to the organisation or the services that may impact the scope]

# List of ISO/IEC 27001:2013 Dependencies

There are dependencies on the following teams performing activities that [Organisation] interacts with in its scope:

|  |  |
| --- | --- |
| Team | Dependency |
| HR | Employee background checks, onboarding |
| Security | Physical Security |
| Real Estate | Building facilities |
| IT | Desktop/Laptop support, Remote access |
| Network Operations | Network Security |
| Portfolio Admins | Asset Management |
| Suppliers | EoX support, bug fixes |
| Legal | Legal support |

# List of ISO/IEC 9001:2015 Exclusions

The following is a list of clauses from ISO 9001:2015 that are deemed out of scope for IMSO.

|  |  |  |
| --- | --- | --- |
| Clause # | Clause Title | Reason |
| 7.1.5.2 | Measurement Traceability | No measurement traceability applies to network operation services in terms of calibration. |
| 8.2.2 | Determining the requirements for products and services | [Organisation] has no involvement in service strategy |
| 8.2.3 | Review of the requirements for products and services | [Organisation] has no involvement in service strategy |
| 8.2.4 | Changes to requirements for products and services | [Organisation] has no involvement in service strategy |
| 8.3 | Design and development of products and services | [Organisation] has very little input on the service design processes |
| 8.5, except 8.5.6 | Production and service provision | [Organisation] has no involvement in service transition other than change management |

**Revision Control**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Comments** |
| 0.1 |  |  | Initial Version |
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**Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Approved By** | **Team/Function** |
| 1.0 |  |  |  |
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