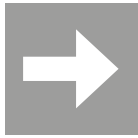




# ITSMS QUOTE REQUEST FORM



## INSTRUCTIONS FOR COMPLETION:

Please ensure when completing this form it is downloaded and saved locally before completing. This interactive PDF should be opened and completed in Adobe Reader/Acrobat before resaving and returning to NQA.

IF YOU ARE A MULTI-SITE CLIENT PLEASE DOWNLOAD, COMPLETE AND RETURN THE NQA MULTI-SITE SUPPLEMENT QUESTIONNAIRE.

### 1. Organisation details:

Company name (Legal entity requiring certification):  Country:

Main office address:

Postcode:  Website:

Contact name:

Job title:

Email:

Direct dial:  Mobile:

### 2. Integrated management systems:

Is your management system integrated with other standards and to what extent? Yes - full Yes - partial No

For further detail on integration approaches within management system standards, please [click here](#).

### 3. Please provide details of the breakdown of your employees:

	Core hours	Shift 1	Shift 2	Shift 3	Total no. of employees
No. of staff:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please detail the processes and activities at this site:

Please detail the activities your employees conduct and the number involved in each task (e.g. maintenance, office based, production):

Task	Employees	Task	Employees	Task	Employees
Sales	<input type="text"/>	Operations/Delivery – office/site based	<input type="text"/>	R&D	<input type="text"/>
Marketing	<input type="text"/>	Operations/Delivery – field based	<input type="text"/>	Management	<input type="text"/>
Finance	<input type="text"/>	Compliance	<input type="text"/>	Other	<input type="text"/>
HR	<input type="text"/>	Maintenance	<input type="text"/>		
Total no. of employees:	<input type="text"/>				

Where part time workers or seasonal workers are employed, please provide full details below:

#### 4. Are you?

A new client?	<input type="checkbox"/>	An existing NQA client?	<input type="checkbox"/>	Adding a standard to your certification?	<input type="checkbox"/>
A transferring client? (Please complete the Transferring Your Certification supplement.)	<input type="checkbox"/>	Expanding your scope of certification?	<input type="checkbox"/>	Adding a site to your certification?	<input type="checkbox"/>

#### 5. Requested scope of certification:

Note: The scope should explain succinctly the purpose and output covered by the management system; it should describe what the organisation does, not how it does it (e.g. the provision of architectural design services, or Information security management for...).

#### 6. Do you provide installation, contract site works or undertake your business activity at client locations?

Yes  No

#### 7. Do you have outsourced or subcontracted activities?

Yes  No

Please provide details of any externally provided processes, products and services:

#### 8. Does the organisation have a simple structure with vertical lines of management communication and few decision makers?

Yes  No

#### 9. Does the organisation have staff speaking in more than one language and/or use an interpreter?

Yes  No

If yes, please specify which language/s:

#### 10. Do you have a target assessment date?

#### 11. At what stage of implementation are you in?

Researching  Implementing  System in place  Already certified

#### 12. Consultant use:

Are you using a consultant to help you implement/manage the management system? Yes  No

Consultancy name/contact info:

#### 13. Where did you hear about NQA's service? (Tick all that apply)

Existing client	<input type="checkbox"/>	Event (exhibition or virtual)	<input type="checkbox"/>	Social media	<input type="checkbox"/>
Consultant recommendation	<input type="checkbox"/>	Promotional email	<input type="checkbox"/>	Advertising campaign	<input type="checkbox"/>
Professional recommendation	<input type="checkbox"/>	NQA website	<input type="checkbox"/>	Search engine (Google)	<input type="checkbox"/>
Other (please specify)	<input type="text"/>				

# SECTION A - ISO 20000-1 ITSMS

## 1. Are there any other parties involved in the provision of services?

Yes

No

If yes, Please provide details of number of other parties, for example:

- **Internal groups**, i.e. groups within the service provider's organisation but not within the direct control of the service provider. For example, an internal group of software developers could be an "internal group".
- **Customers acting as suppliers**. For example, a customer can operate service request fulfilment or some aspects of incident management such as call logging & "first line" support.
- **Suppliers** for example suppliers providing software development or software application hosting services

## 2. Clearance: Does the audit team need any vetting/clearance to attend site/review service records?

Yes

No

## 3. Risk level and complexity

Type	Standard Examples	Yes	No	Comments
Risk	(i) Failure to meet the service level agreement will result in the risk of service users' public / user / consumer health, safety and so on	<input type="checkbox"/>	<input type="checkbox"/>	
	(ii) Failure to meet service level agreements will jeopardize the continuity of national infrastructure and basic services	<input type="checkbox"/>	<input type="checkbox"/>	
Complexity	(1) Complicated logistics involving multi-jurisdiction, multi-site working, in the same, or across a number of, time zone(s).	<input type="checkbox"/>	<input type="checkbox"/>	
	(2) 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).	<input type="checkbox"/>	<input type="checkbox"/>	
	(3) 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.	<input type="checkbox"/>	<input type="checkbox"/>	
	(4) High degree of legal or regulatory requirements affecting the client's SMS e.g. intellectual property rights, privacy, food, drug, aerospace, nuclear.	<input type="checkbox"/>	<input type="checkbox"/>	
	(5) Different activities done in different shifts	<input type="checkbox"/>	<input type="checkbox"/>	
	(6) Temporary sites within the scope of the SMS for a specific audit	<input type="checkbox"/>	<input type="checkbox"/>	
	(7) Complex business processes performed within the scope of the SMS, e.g. software development, remote monitoring, remote access, hosting of customer systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(8) A high level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services	<input type="checkbox"/>	<input type="checkbox"/>	
	(9) Frequent addition of new services, removal of services, transfer of services or significant changes to services.	<input type="checkbox"/>	<input type="checkbox"/>	
	(10) A low rate of change to the SMS and the services	<input type="checkbox"/>	<input type="checkbox"/>	

Type	Standard Examples	Yes	No	Comments
Complexity	(11) Previously demonstrated effective performance of the SMS, e.g. previously certified with another accredited certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(12) Combined audit of the SMS with one or more other relevant management systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(13) Prior knowledge of the organization, e.g. already certified to another standard by the same certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(14) A single, simple service.	<input type="checkbox"/>	<input type="checkbox"/>	
	(15) Identical activities performed on all shifts, with appropriate evidence of equivalent performance on all shifts, e.g. service desk	<input type="checkbox"/>	<input type="checkbox"/>	
	(16) A significant proportion of service management personnel carry out a similar simple function.	<input type="checkbox"/>	<input type="checkbox"/>	
	(17) Single site with low number of personnel.	<input type="checkbox"/>	<input type="checkbox"/>	
	(18) A low level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services.	<input type="checkbox"/>	<input type="checkbox"/>	

**4. Do you hold any information of a confidential or sensitive nature which cannot be made available for review by the audit team?**

Yes  No

If yes provide details

**5. Are you aware of any standards, regulations or laws with which your company or industry must comply? If so list these below:**

Yes  No

Legal (e.g. Data Protection Act):

Regulatory (e.g. PCI DSS, Information Governance Statement of Compliance (IG SoC)):

**If you have any problems completing this form please call 0800 052 2424 (option 2) or email sales@nqa.com**

If you choose to give us any personal information (for example your e-mail address) we will treat this information in line with our privacy notice which can be located here: <https://www.nqa.com/en-gb/privacy>. We will only use the information provided to respond to your enquiry and provide you with any information or materials requested. By submitting this information you are requesting a quote for services from NQA and a subsequent quote letter will be issued to you based on the information provided within this form.



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