

EXAMPLE – Procedure IS-8 - Manage Provider

1 People and Purpose

This procedure specifies what a manager must do to ensure that a provider delivers required product(s) and/or service(s).

NOTE A Provider may be any entity that provides anything to PAROLA, such as a supplier, contractor, development partner or commercial partner. The relationship may or may not involve money.

It covers the following ISO 27001, Annex A, Controls.

A.15.2 - Supplier service delivery management

A.15.2.1 - Monitoring and review of supplier services

A.15.2.2 - Managing changes to supplier services

2 Procedure

2-1 Initial and Periodic Assessment of Provider

This sub-section covers ISO 27001, Annex A, Control A.15.2.1.

- (1) When the provider is initially engaged, record on the following document the particulars of the provided products and/or services to be (initially and) periodically assessed.

Form 11 - Provider Assessment

- (2) Periodically (at least annually) assess the provided products and/or services in accordance with the details recorded on the above document.

2-2 Changes to Provided Product(s) and/or Service(s)

This sub-section covers ISO 27001, Annex A, Control A.15.2.2.

- (1) Amend the details on the following document as appropriate in response to any agreed changes in the provided products and/or services.

Form 11 - Provider Assessment

- (2) Reassess the provided products and/or services in accordance with the details recorded on the above document.