

QMS-P02-F03



Audit Report

For

Advanced Operations Technology

1st Stage

Audit Date: 27/10/2024

Organization Details

Company: Advanced Operations Technology
Address: Khorais Rd, Riyadh- Saudi Arabia, P.O. 25904 Al Maadi 4, 151 Street , 11th Floor , Cairo- Egypt P.O. 11431
Contact Person: Eng. Mohamed Abdelrahman
Email: AOT@gmail.com
Audit Criteria: ISO 27001:2013 / ISO 20000:2018
EA Code: 0
Scope: Data Center infrastructure Solutions, Managed Support Service and Software Development 022365
No. of Sites: 1

Sites

Site Name	Location
Advanced Operations Technology	Al Maadi 4, 151 Street , 11th Floor , Cairo- Egypt P.O. 11431

Auditors

Auditor Name	Role
Adel Belal (AB)	Team Leader

Auditee Members

Auditee Name	Position
Mohamed Abd El Rahman	Operation Manager & Management Representative

No. of Man-Days
2.0

Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.3 & SOA	Determining the scope of the service management system	<p>The scope of the SMS is documented with all defined services in (TM-F01 :AOT IT Service Management Plan , rev 1.2 dated 19/3/2023) and is called the AOT catalogue of services such as:</p> <ul style="list-style-type: none"> • Software Application : Develop Java & .NET • Managed Services : <ul style="list-style-type: none"> o ERP Support Oracle o Third Party Application\services o Database o Hosting : <ul style="list-style-type: none"> ? Application ? System ? Network ? Security • ERP Solution : Oracle DB & Application • Business Intelligent : Analysis Reports • Datacenter infrastructure solution • Middleware: Oracle solutions • Share point • Support service : Outsourcing <p>The Boudndary of providing the services is distributed in 2 locations :</p> <ol style="list-style-type: none"> 1. Riyadh, KSA (All back-end operations such as data center, DBA administrations, Security, etc.) 2. Cairo, Egypt (front –end operations such as front office support, S/W development, Quality Control, etc.) <p>All ISO 27001:2022 Annex are applicable expect A8.30 for outsource development , as all software done inhouse and outsource is not allowed by organization managment.</p> <p>SOA v.3 dated 10 DEC 2023</p>	OK
5.2	Policy	Integreated Policy issue 19/02/2020 Rev.1 with document no TM-PS01	OK

Clause No.	Requirement\\Departement	Evidence	Result
6.1	Actions to address risks and opportunities	documented risk managment processes AOT risk assessment (rev.1.0 date :23-3-2018)	OK
6.2	Service management objectives and planning to achieve them	AOT use Form TM-F03 for its business objectives , issued 1/1/2018 , Objectives for Calander Year 2024 have been established	OK
6.3	Plan the service mangment system	AOT IT Service Management Plan , rev 1.2 dated 19/3/2023) have been established and documented	OK
7.5	Documented information	Il documents are saved in Document Management system DMS .It is an open source application rev 2.0 with the updated version called QMD application on server , this application have all updated documents and records , and one a document is uploaded to the system this mean that it is a controlled document. XLS sheet called master list and distribution list of SMS documents is attached to DMS show all documents and records used in AOT ITSMS & ISMS.	OK
9.2	Internal audit	Last internal audit have been done 22/08/2024 with 2 NCRs related to update DMS	OK
9.3	Management review	Last Managment review meeting done 24/09/2024	OK

Strength Point

Use of cloud documented Management system & ITop open source application

Area for Improvement

NA

Observation

NA

Minor NCR

NA

Major NCR

NA

Team Leader Recommendations

There are enough evidence for organization to recommended to stage 2

Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

Lead Auditor Name:

Adel Belal (AB)

Signature