



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\Department	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 : ? 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
6.1	Actions to address risks and opportunities	documented risk managment processes AOT risk assessment (rev.1.0 date :23-3-2018)	OK

Clause No.	Requirement\Department	Evidence	Result
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	<p>All 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.</p> <p>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.</p>	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 Managment 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