



Supportimize

Smart Support Solutions

Audit-readiness checklist

ISO 27001 · NIS2 · DORA · A practical guide

What to have ready to show the auditor

Run through the list and tick what you already have. The empty boxes are your priorities before the audit.

- ☐ Incident register with classification, timestamps and a “reportable” flag.
- ☐ Severity matrix mapped to NIS2 and DORA reporting thresholds, plus 24h and 72h templates.
- ☐ Escalation matrix that names who notifies the regulator.
- ☐ Access approval records, a privileged account list, and the date of the last review.
- ☐ Change log with approvals and back-out plans, and a current asset list or CMDB.
- ☐ Versioned SOPs and runbooks with last-review dates.
- ☐ SLA definitions and the last 6 to 12 months of SLA and MTTR reports.
- ☐ Supplier list with contracts, SLAs and exit plans.
- ☐ A business continuity or disaster recovery plan with a recent test on record.
- ☐ Security training records for the support team.
- ☐ A retention policy for support records and logs.
- ☐ An evidence pack: a few sample tickets that show the whole process end to end.

Get support audit-ready before the auditor arrives.

Start with a free 30-minute call. We will see where you stand and tell you what to tighten.

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