



**Requirements  
for Recognition of Evaluation Facilities**

Certification Body  
of Telekom Security GmbH

## Foreword

Telekom Security operates a certification body accredited by DAkkS<sup>1</sup> in accordance with ISO/IEC 17065 and ETSI EN 319 403

(former Certification Body of T-Systems, DAkkS Registration No. D-ZE-12025-01).

Furthermore, the Telekom Security certification body is a recognized “designated body” as per EU Regulation No. 910/2014 (eIDAS) and Commission Decision 2000/709/EC (see FESA) for the conformity certification of electronic signature creation devices.

This document describes the requirements for recognition of evaluation facilities by the Certification Body of Telekom Security and addresses requirements for outsourcing by ISO/IEC 17065, sec. 6.2.2. In particular, this document as a whole addresses the requirement 6.2.2.4 c) of ISO/IEC 17065.

The recognition of an evaluation facility is a prerequisite for recognising the test and audit results obtained and documented by the evaluation facility.

This document is not publicly available and provided only to evaluation facilities intending to get the related recognition by the certification body of Telekom Security.

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Distribution: public

For further information, the certification body can be contacted as follows:

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<sup>1</sup> Deutsche Akkreditierungsstelle (German Accreditation Body), [www.dakks.de](http://www.dakks.de)

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**Revision list**

Revision	Date	Activity
1.00	July 5, 2018	first version (T-Systems)
1.01	July 17, 2018	Glossary: editorial changes
1.02	November 16, 2018	editorial changes: Konformitätsbewertungsstelle -> Conformity Assessment Body
1.03	February 21, 2019	Chap. 5.2.3 and 5.2.4: acceptance of 'third-party' recognition license issued by other ISO/IEC 17065 accredited certification body
2.00	July 1, 2020	Renaming into Telekom Security

## 1 INTRODUCTION

- 1.0.1 The Certification Body of Telekom Security (hereinafter: CB) is responsible for recognising Evaluation Facilities (EF) to perform evaluations incl. audits of IT services and IT products under a Certification Program offered by CB.
- 1.0.2 The CB is also responsible for monitoring all the evaluations of IT services and IT products in progress within a Certification Program offered by CB (ISO/IEC 17065, 6.2.2.4 a)).
- 1.0.3 Any evaluation facility which conducts, or intends to conduct, the business of IT security testing and evaluation incl. audits under a Certification Program offered by CB, may apply at CB for the status 'recognised EF'.
- 1.0.4 An applicant for a certification procedure (ordering party) may choose any EF with the status '(provisionally) recognised EF' granted by the CB for ordering to perform evaluation activities by this EF. The applicant shall then conclude a respective agreement with the EF, see sec. 3.0.3 below.  
This policy makes obsolete the duty of the CB to inform the client in advance of outsourcing evaluation activities, in order to provide the client with an opportunity to object (ISO/IEC 17065, sec. 6.2.2.4 f)).

### 1.1 Purpose and scope

- 1.1.1 This document defines the process to be followed and the conditions and requirements to be fulfilled by the applicant seeking to be a recognised EF.
- 1.1.2 The intended audience includes evaluation facilities that are interested in a Certification Program offered by CB. Users of laboratory's services may also use the status 'recognised EF' as a basis upon which to judge the competence of the laboratories in a certain technical area.
- 1.1.3 The status 'recognised EF' provides an evidence that the related laboratories are capable of performing security evaluations in accordance with a particular Certification Program offered by CB.

## 2 REQUIREMENTS FOR EF RECOGNITION

### 2.1 General Requirements

- 2.1.1 The evaluation facility (EF) shall be accredited in accordance with the particular requirements of the Certification Program in the scope of EF recognition. These specific requirements on EF – for each Certification Program – are stated in the related Certification Practice Statement, sec. ‘Requirements for evaluation facilities’. For example, the Certification Practice Statement for a Certification Program may require an accreditation of EF according to ISO/IEC 17025 or ISO/IEC 17020 or ISO/IEC 17021 (cf. ISO/IEC 17065, 6.2.2.1).
- 2.1.2 The EF shall be accredited by the national Accreditation Body (national authority for independent accreditation) of the country, in which the operator of the EF is registered as legal person.
- 2.1.3 The national Accreditation Body shall be member of the International Accreditation Forum (IAF, <http://www.iaf.nu/>) and of the International Laboratory Accreditation Cooperation (ILAC, <http://www.ilac.org/>).
- 2.1.4 The evaluation facility shall have an appropriate security policy, preferably conforming to ISO/IEC 27001/2. The laboratory shall be able to meet the security requirements for handling protected information relating to the evaluation of IT services and IT products.
- 2.1.5 It is the responsibility of the laboratory to carry out its evaluation activities in such a way as to meet the requirements of this document and to satisfy the needs of the EF’s customers.  
It is the responsibility of the laboratory to carry out its evaluation activities in such a way as to meet the requirements of and the needs of the regulatory authorities, where applicable.
- 2.1.6 The EF shall demonstrate to the CB that it is able to operate in accordance with the policies and procedures as laid down in the Certification Program in the scope of recognition. It means that the EF performs evaluations of IT services and IT products and applies the related evaluation methodology in accordance with the Certification Program and with up-to-date good practices.

### 2.2 Impartiality

- 2.2.1 The impartiality requirements of the evaluation personnel stipulated in the relevant standard according to which the EF is accredited (see 2.1.1) shall always be met (ISO/IEC 17065, 6.2.2.1).

- 2.2.2 The EF shall be a third party independent evaluation facility. If the EF is operated by an organisation that directly participates in the development and/or manufacturing of IT products and/or directly participates in the providing IT services being in the scope of evaluation and certification under a Certification Program by CB, then the EF is excluded from any evaluation activities concerning these IT products and IT services (ISO/IEC 17065, 6.2.2.2).
- 2.2.3 If the EF is operated by an organisation that performs activities other than IT security evaluation (e.g. consultation to product developer / manufacturer), the EF shall (i) identify actual and potential conflicts of interest, (ii) ensure clear separation of duties and of control to ensure that there is no undue influence on the evaluation activities and (iii) ensure availability of the related records – evaluation reports (ISO/IEC 17065, 6.2.2.2).
- 2.2.4 For every evaluation project carried out under a Certification Program offered by CB, the EF shall declare in the Evaluation Plan, and if required, demonstrate to the CB that its staff members are free from any undue commercial, financial and other pressures which may influence their technical judgments and affect the outcome of the evaluation (ISO/IEC 17065, 6.2.2.4 b)).
- 2.2.5 The EF staff providing consultancy and evaluation for the same TOE under a Certification Program shall be personally disjunct.
- 2.2.6 The EF shall – without undue delay – reveal to CB any situation known to it that may present it or CB with a conflict of interest (ISO/IEC 17065, 6.1.3 c))

## 2.3 Quality System

- 2.3.1 The EF shall have and comply with a quality system that conforms to the EF accreditation as required by sec. 2.1.1 above. It means, amongst others, that the quality system shall be documented in a quality manual, which shall define the EF's policies and objectives, roles and responsibilities for managerial and technical staff members and procedures for control of documents and records.
- 2.3.2 The EF shall authorise at least one role with capacity for authorisation of the results of the evaluation activities. This role shall be assigned to EF's internal staff members only.
- 2.3.3 The EF shall authorise at least one role with capacity for ensuring the correctness, consistency and completeness of the evaluation reports. This role shall be assigned to EF's internal staff members only.

## 2.4 Staff Members

- 2.4.1 The EF shall have managerial and technical staff members with the authority, qualifications and resources to carry out Certification Program specific evaluation activities and to identify occurrences of deviations from the quality system or from procedures for performing the evaluation activities.  
At minimum, the EF shall have three (3) staff members covering the following roles: head of EF (business manager), quality manager and evaluator/auditor, with the exception that the roles of quality manager and head of EF cannot be performed by the same staff member.
- 2.4.2 The EF shall be responsible for ensuring that all staff members who perform specific evaluation activities have the relevant IT security qualifications, training and experience, knowledge of the related Certification Program and demonstrated methodical skills needed for performing evaluation activities in the context of the related Certification Program.
- 2.4.3 The EF shall have a policy and procedure to identify training needs of staff members and to provide trainings needed for performing evaluation activities in the context of the related Certification Program. Appropriate supervision by experienced staff members shall be provided to any EF staff member being in the induction phase.
- 2.4.4 The EF shall maintain accurate and complete records for all staff members involved in the evaluation activities under the related Certification Program, including their assignment to the roles (see sec. 2.4.1), their qualifications skill and training programmes.
- 2.4.5 Staff members shall demonstrate their technical competencies for performing evaluation activities in the context of the related Certification Program, either by proof of qualification from another Certification Scheme, another Certification Program, by shadowing/accompanying by the CB during the induction phase or by other appropriate means acceptable by CB.
- 2.4.6 At any point in time, if the CB is not satisfied with or has concerns regarding the technical competencies of a staff member involved in the evaluation activities under the related Certification Program, the CB reserves the right to further assess the staff, which could be in the form of a verbal interview with the staff, a written or practical test, or by any other appropriate means acceptable by CB.

## 2.5 Environmental Conditions

- 2.5.1 The EF shall ensure that its operational environment will adequately contribute to the maintenance of completeness, accuracy and confidentiality of evaluation results. For instance, access to and use of the EF infrastructure (premises, network, etc.) shall be controlled by the EF with an effective separation of evaluation activities from all other, evaluation-irrelevant activities.

## 2.6 Methods

- 2.6.1 The EF shall perform evaluations of IT services and IT products and apply the related evaluation methodology in accordance with the Certification Program and with up-to-date good practices as well as with relevant standards, if applicable. All methods, procedures or instructions used in the course of evaluation shall be documented.
- 2.6.2 The EF shall ensure that specialised tools used in the course of evaluation are identifiable, subject to specific configuration management, and for the testing and evaluation results to be reproducible.
- 2.6.3 The EF shall retain all records relating to evaluations of IT services and IT products, which include records of original observations, derived data and sufficient information to establish an audit trail.

## 2.7 Confidentiality Policy

- 2.7.1 The EF shall have and comply with a confidentiality policy that conforms to the EF accreditation as required by sec. 2.1.1 above. It means, amongst others, that EF shall set out the responsibilities of the EF's staff members and the procedures to be undertaken by them to maintain the necessary degree of confidentiality required to protect commercially sensitive information as contractually agreed with the EF's customer.
- 2.7.2 The EF shall ensure that the sensitive documents are traceable and limitedly accessible to EF staff members on a need-to-know basis. For instance, all relevant documents generated during the evaluation process shall be labelled with a clear identifier, e.g. as 'confidential'. The operational environment of EF shall also support the enforcing of the confidentiality policy, see sec. 2.5 above.

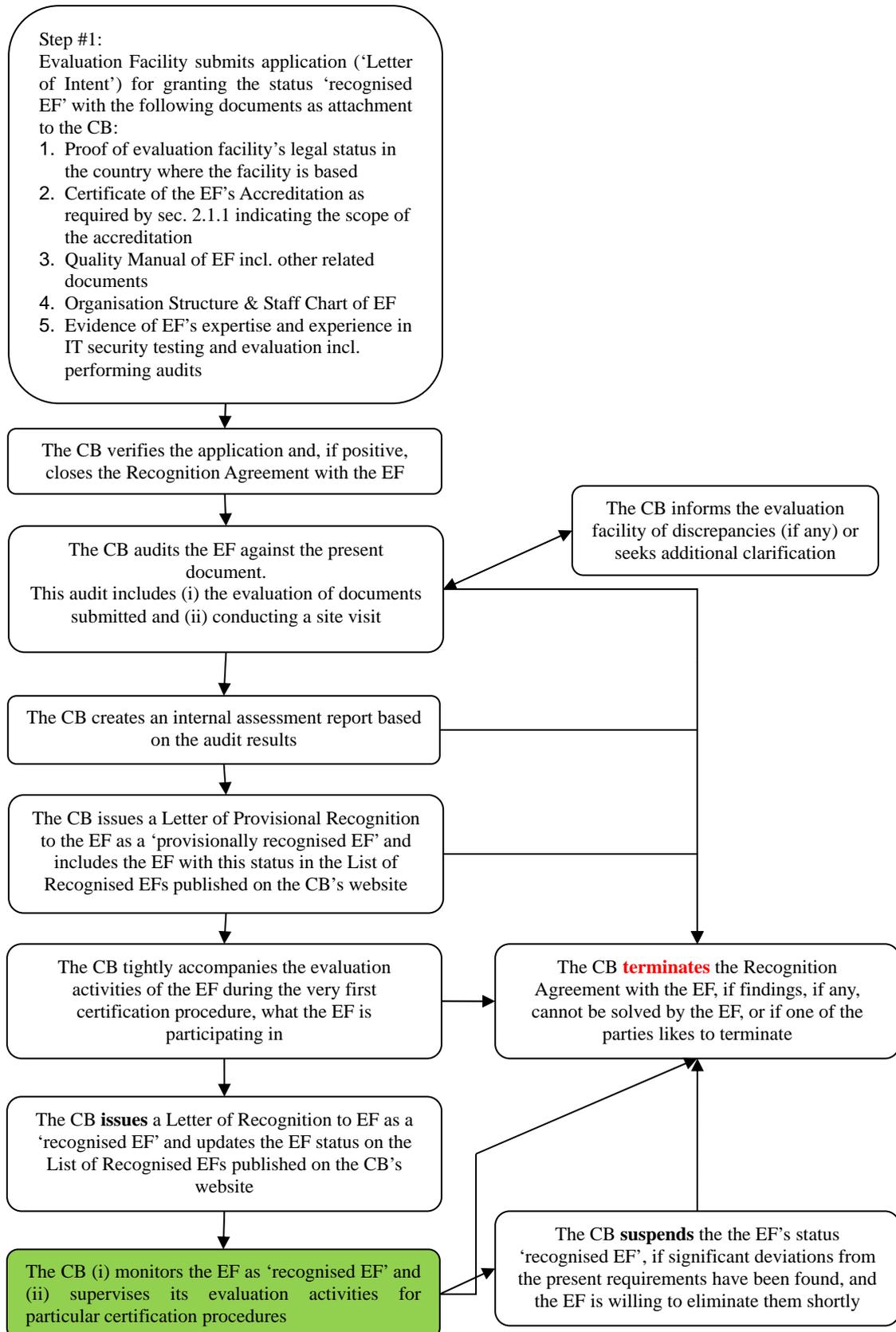
### 3 OTHER OBLIGATIONS OF RECOGNISED EF

- 3.0.1 The EF shall maintain the accreditation status as required in sec. 2.1.1 and continue to comply with the stipulated requirements for the EF recognition in this document, at all times.
- 3.0.2 The EF shall have a legally binding contractual basis (Recognition Agreement) with the Certification Body of Telekom Security (ISO/IEC 17065, 6.2.2.3).
- 3.0.3 For each particular certification procedure, the EF shall be able to present a legally enforceable agreement with the applicant that allows the evaluation facility to perform all examinations necessary in the context of the requested certification procedure at least to the degree of assessment envisaged in the certification application. Among other things, this agreement shall cover drawing up a plan for the evaluation activities (evaluation plan, see sec. 2.2.4) by the EF, so that the necessary rules of the relevant Certification Program can be applied.
- 3.0.4 The EF shall document the results of all evaluation activities. This documentation is drawn up in the form of evaluation, audit, inspection or observation reports. These reports shall address every single aspect of evaluation that is required in the Certification Program and is applicable to the specific certification procedure, and clearly document the evaluation results for each aspect of evaluation.
- 3.0.5 The EF shall ensure that evaluation activities in the context of the related Certification Program are performed in accordance with the procedures, rules and policies of the CB set out in the related Certification Program.
- 3.0.6 The EF shall not sub-contract, outsource or assign its rights or obligations without the prior written consent of the CB. Where the CB consents to the appointment of any subcontracting laboratories by the EF, the EF shall:
- a) remain fully responsible for the performance of all evaluation tasks and be fully liable for all acts and omissions of the subcontractor;
  - b) be solely responsible for supervising and paying the subcontractor and ensuring the proper performance of any works by the subcontractor; and
  - c) ensure that the subcontractor is itself an EF possessing a valid status 'recognised EF' granted by the CB, or that the subcontractor is otherwise qualified to perform the assigned tasks and provide the CB with such evidence of the subcontractor's qualifications and such other information as the CB shall deem necessary; and
  - d) not subcontract a major (or the full) extent of the evaluation tasks.
- 3.0.7 The EF shall have a record system which provides for a retention period of 7 years for documents related to the evaluation activities. The record system shall be

- managed with procedures for the access to confidentiality protected information, and for the creation, marking, storage, transmission, copying and disposal of confidentiality protected information.
- 3.0.8 In addition to the audits referred to in sec. 5.2.2, the EF shall be subjected to periodic audits by the CB with at most 2 years period after initial recognition. The CB further reserves the right to audit the EF's records from time to time as needed to verify the EF's compliance with the terms and conditions of the related Certification Program(s). The EF shall keep complete, accurate and up to date records with respect to the evaluation activities and, where requested by the CB, allow the CB to inspect, audit and/or take copies of such records. The EF shall allow the CB and its authorised representatives access to its premises, staff, sub-contractors and representatives, for the purpose of conducting such audits. The CB's costs in connection with the audit shall be payed by the EF's operator according to the provisions of the Recognition Agreement.
- 3.0.9 If any non-compliance with the terms and conditions of the related Certification Program(s) is discovered during an audit, the EF shall, if so required by the CB, take corrective action as directed. and pay.
- 3.0.10 The CB may organise periodic sessions with all EFs to solicit feedbacks and suggestions on how the Certification Program(s) could be improved and for the lab to share developments in evaluation techniques, which should be considered for future evaluations. The EF are expected to attend (also remotely) such meetings or sessions with the CB as may be required from time to time.
- 3.0.11 The EF shall immediately notify CB of any of the following:
- a) Changes in its legal, commercial, organisation or accreditation status according to sec. 2.1.1;
  - b) Changes of the premises where evaluations are carried out;
  - c) Changes which may affect the continuing compliance with any of the requirements specified in this document, including without limitation movement of and changes to EF personnel who are directly involved in the evaluation activities and their management, see sec. 2.4; and
  - d) Any actual or potential conflict of interest that has arisen or may arise and the details thereof.
- 3.0.12 The EF shall fulfil its obligations to the applicant in a timely and professional manner according to industry best standards (if any) and with respect to the terms and conditions of the related Certification Program.
- 3.0.13 The EF shall implement a clear procedure for resolving customer complaints and disputes that conforms to the EF accreditation as required by sec. 2.1.1 above. Upon the CB's written request, the EF shall make available to the CB details of the

- nature of any complaints made against it and, where applicable, the resolution thereof. The EF shall take such corrective action as the CB may require in respect of or as a result of any complaint.
- 3.0.14 As part of the CB's role to perform supervision on the particular evaluation work and ensure comparability among the evaluation work performed by different EFs, the CB may need to attend on-site, where the EF conducts its evaluation activities. The EF shall allow and facilitate such on-site visits by the CB. All costs in conjunction with on-site attendance by CB will be invoiced to the applicant by the CB.
- 3.0.15 The CB reserves the right to determine at its absolute discretion the number and purpose of the on-site visits to be conducted in relation to any project, including the activities to be performed by the EF in connection with such on-site visits.
- 3.0.16 The EF shall comply with all applicable laws and obtain and maintain all licences, consents, permits, approvals, waivers and authorisations necessary for the evaluation activities and the performance of its obligations to the CB or an applicant under the related Certification Program(s).
- 3.0.17 The EF shall ensure that all information it provides about itself or its services and fees are accurate and complete and promptly provide updates to such information as and when necessary.
- 3.0.18 The EF shall effect and maintain adequate and appropriate insurance which specifically includes its obligations under the Recognition Agreement in its recognition scope, protecting the EF against any liability whatsoever or howsoever occasioned. It is the EF's sole responsibility to ensure the amount of coverage is adequate. Where requested by the CB, the EF shall submit proof of such insurance.
- 3.0.19 The EF shall not purchase materials, perform services or incur costs chargeable to Telekom Security or in any way pledge to Telekom Security's credit.
- 3.0.20 The EF shall not make any statements or engage in conduct which brings or is likely to bring into disrepute the name and/or reputation of Telekom Security, the CB, a Certification Program offered by CB, or permit anyone to do so.
- 3.0.21 The status 'recognised EF' shall not be construed as the acceptance by the CB or Telekom Security of any responsibility for the services provided by the recognised EF. The EF shall not make any representation that its services are in any way guaranteed by Telekom Security or that it is empowered to give guarantees on behalf of Telekom Security.

## 4 FLOWCHART OF PROCEDURE FOR EF RECOGNITION



## 5 PROCEDURE FOR EF RECOGNITION

5.0.1 The procedure for the recognition of an EF by the CB shall follow the process steps as shown on the flowchart in chap. 4.

### 5.1 Application for EF Recognition and Recognition Agreement

5.1.2 An application or enquiry for EF recognition shall be addressed to the Certification Body of Telekom Security at the following address:

Deutsche Telekom Security GmbH  
Certification Body of Telekom Security  
Head of Certification Body  
Bonner Talweg 100

53113 Bonn, Germany

<https://www.t-systems-zert.com/>

5.1.3 The applicant shall submit a “Letter of Intent” to the CB in the form as shown in Annex A, indicating its commitment to comply with the requirements set out in this document and to fulfil the obligations of an EF upon specified Certification Program(s) offered by the CB. The “Letter of Intent” shall be accompanied by the documents as indicated on the flowchart in chap. 4, Step #1.

5.1.4 The CB shall verify the application and, if positive, close the Recognition Agreement with the EF, see “Agreement governing the Recognition of an Evaluation Facility by Certification Body of Telekom Security” (document #041) with the EF.

5.1.5 The CB reserves the right to make changes to any Certification Program offered by the CB and to any conditions for the recognition of EFs under a Certification Program offered by CB. If such changes affect the continued recognition status of an EF, the CB is entitled to require the EF to re-submit a request (to re-apply) for recognition.

### 5.2 Provisional Recognition (‘provisionally recognised EF’)

5.2.1 During the evaluation of the application for EF recognition, the applicant may be in the process of attaining an accreditation by a national Accreditation Body as stated in section 2.1.

- 5.2.2 Once the EF is able to meet the requirements of the present document, the CB will carry out an audit of the EF. This audit includes (i) the evaluation of documents submitted and (ii) conducting a site visit, which will generally follow the procedures as set out in Annex B of this document. The applicant may need to make arrangement for CB's representatives to visit the applicant's premises to carry out assessments deemed necessary.
- 5.2.3 Alternatively to the clause in sec. 5.2.2, if the EF
- already possesses a valid recognition license issued by other Certification Body accredited according to ISO/IEC 17065 by Accreditation Body, which is member of the International Accreditation Forum (IAF, <http://www.iaf.nu/>),
  - has provided this other recognition license to the CB of Telekom Security, and
  - the CB of Telekom Security has been able to positively verify the validity of this 'third-party' recognition license,
- then the CB of Telekom Security can decide to recognise this 'third-party' recognition license and, hence, the entire related 'third-party' recognition procedure and its results.
- In this case, the CB of Telekom Security dispenses with performing own audit activities stated in sec. 5.2.2.
- 5.2.4 After completion of an internal assessment report based on the audit results by the CB as stated in sec. 5.2.2 or 5.2.3, the applicant will be informed of the outcome of the application.
- A "Letter of Provisional Appointment" will be issued, if the CB is satisfied that the applicant has complied with the stipulated requirements in this document.
- 5.2.5 The applicant shall sign and return the acceptance portion of the Letter of Provisional Recognition. For the purposes of this document, reference to the term "EF" shall include a reference to a holder of a provisional appointment granted by the CB under sec. 5.2.
- 5.2.6 Subject to acceptance by the applicant as stated above, the Provisional Recognition is valid for a period of two (2) years from the date of the Letter of Provisional Recognition, or for the period commencing on the date of the Letter of Provisional Recognition until ordinary recognition has been granted in accordance with 5.3, whichever is the shorter period, subject to extensions at the option of the CB.
- The CB issues a Letter of Provisional Recognition to the EF as a 'provisionally recognised EF' and includes the EF with this status in the List of Recognised EFs published on the CB's website (ISO/IEC 17065, sec. 6.2.2.4 d)).
- 5.2.7 The EF shall ensure that their customers (applicants for certification procedures) are made aware of its provisional status and that such provisional appointment may carry a potential risk that evaluations by the EF may take longer or require more supervision from the CB.
- 5.2.8 Within the validity period for the Provisional Recognition, the EF shall complete at

least one evaluation according to a Certification Program of the CB. The very first evaluation performed by the EF shall be closely monitored by the CB. The latter will assess, whether the EF has demonstrated the competencies to perform evaluations according to the Certification Program. If the EF is unable to meet this requirement within the validity period, its Provisional Recognition shall be withdrawn.

5.2.9 The CB creates and maintains records for the qualification, assessing and monitoring of the EF (ISO/IEC 17065, sec. 6.2.2.4 c)).

### 5.3 (Ordinary) Recognition as ‘recognised EF’

5.3.1 The CB issues a ‘Letter of Recognition’ to EF as a ‘recognised EF’ and updates the EF status on the List of Recognised EFs published on the CB’s website (ISO/IEC 17065, sec. 6.2.2.4 d)), when the EF has achieved the following:

- a) The “Letter of Provisional Recognition” is still valid, and
- b) At least one evaluation of IT services or IT products has been completed according to the requirements of the related Certification Program, see also sec. 5.2.8 above.

### 5.4 Suspension or Termination of EF Recognition

5.4.1 The CB is entitled to suspend or terminate any type of the recognition of an EF forthwith if (ISO/IEC 17065, sec. 6.2.2.4 e)):

- a) The EF no longer meets the conditions under which it was recognised or does not meet any changed conditions for recognition introduced by the CB after the EF was originally recognised;
- b) The EF fails to re-submit a request for recognition as required under 5.1.5;
- c) The EF fails to provide reasonable resources for evaluators / auditors to discharge their duties;
- d) The EF fails any audit conducted by the CB;
- e) The EF fails to take any corrective measures during the period of grace given by the CB to the satisfaction of the CB;
- f) The EF is in breach of any terms of the Recognition Agreement (see sec. 5.1.4) or any other terms as agreed to in writing with the CB;

- g) The EF has not performed evaluation activities in the context of a certification program in the scope of recognition for a period of 24 months;
  - h) The EF misuses the recognition status or any proprietary names and marks associated with the Telekom Security and the CB;
  - i) The EF makes any statement that misrepresents the conclusion of any evaluation or effect of its recognition status;
  - j) The CB finds that the EF was in a position of conflict that impaired or would tend to impair its ability to conduct a fair and impartial evaluation under a Certification Program;
  - k) The EF has failed to demonstrate the level of technical proficiency required to conduct evaluation as required by the related Certification Program;
  - l) The EF has failed to appropriately address and resolve complaints from customers, the CB, or other relevant parties;
  - m) Any change described in 3.0.11 occurs to the EF;
  - n) The EF suspends or ceases or threatens to suspend or cease its business or becomes or threatens to become or is in jeopardy of becoming subject to any form of bankruptcy or insolvency administration or goes into liquidation (except for members' voluntary liquidation pursuant to reconstruction, amalgamation or reorganisation) or makes any arrangement or composition with its creditor(s) or has a receiver appointed of all or any part of its assets or takes or suffers any similar action in consequence of a debt.
- 5.4.2 In addition to the CB's rights under 5.4.1, the CB may suspend the EF's recognition by giving the EF one (1) month's prior written notice.
- 5.4.3 In addition to the CB's rights under 5.4.1, the CB may terminate the EF's recognition by giving the EF six (6) month's prior written notice.
- 5.4.4 An EF may terminate its recognition as a 'recognised EF' at any time by giving the CB six (6) month's prior written notice.
- 5.4.5 Upon the suspension or termination of the appointment of an EF, the EF shall immediately cease all use of any proprietary names and marks associated with the Telekom Security and the CB and desist from holding itself as being a 'recognised EF' under a Certification Program offered by CB.
- 5.4.6 The EF shall not undertake any evaluation activities or issue any evaluation reports in accordance with a Certification Program offered by CB while the laboratory's accreditation is being suspended or terminated.

- 5.4.7 An EF, whose recognition has been suspended or terminated, will be removed (or marked as 'suspended' or 'terminated', as the case may be) from the List of Recognised EFs and, unless otherwise specified in writing by Telekom Security, projects conducted or continued during the suspension period or on or after the date of termination will not result in certification under a Certification Program offered by CB.
- 5.4.8 An EF whose appointment has been suspended shall take required corrective measures within the time frame given by the CB. Suspension of an EF shall not be longer than 12 months, after which the CB will terminate the recognition of the EF.
- 5.4.9 A EF whose approval has been withdrawn shall return all related documents to the CB immediately.

## 6 GLOSSARY

Term	Definition
Mark of conformity (certificate)	ISO/IEC 17030: “Protected mark issued by a body performing third-party conformity assessment, indicating that an object of conformity assessment (product, process, person, system or body) is in conformity with specified requirements”. Conformity assessments can be confirmed by the certification body in the form of certificates, confirmations and quality or test seals.
Certification body (CB)	ISO/IEC 17065: third-party conformity assessment body operating certification schemes  For the purpose of the current document, the CB means Certification Body of Telekom Security
Certification scheme	ISO/IEC 17065: certification system related to specified products, to which the same specified requirements, specific rules and procedures apply
Certification program/procedure type	following ISO/IEC 17065: <i>Certification system</i> (conformity assessment system) that relates to a certain class or certain type of <i>objects to be certified</i> , to which the same defined requirements, specific rules and procedures are applied. The rules, procedures and management of the certification of products, processes and services are laid down by the certification program.
Certification/conformity assessment procedure	A specific qualification procedure (conformity assessment procedure) that is applied to the <i>object to be certified</i> by the certification body by order of the applicant.  A certification/conformity assessment procedure must be carried out as part of a <i>certification program</i> .
Certification system (conformity assessment system)	Rules, procedure and management for the implementation of certifications
Object to be certified (object of certification, object of the conformity assessment)	Product/service/process for which the applicant aims to obtain a mark of conformity.
Applicant (ordering party)	Legal entity who applied at the CB for the issuing a certificate in accordance with a Certification Program offered by the CB
Holder of a mark of conformity	Applicant, whose requested certification procedure is completed with the issuance of a mark of conformity.
Owner of a mark of conformity	ISO/IEC 17030: “person or organization that has legal rights to a third-party mark of conformity”

## for Recognition of Evaluation Facilities

Term	Definition
	In the current context: The Certification Body of Telekom Security
Issuer of a mark of conformity	ISO/IEC 17030: “body that grants the right to use a third-party mark of conformity”  In the current context: The Certification Body of Telekom Security
Evaluation facility (EF)	Derived from ISO/IEC 17025 (laboratory): body that performs evaluation of IT services and/or IT products by one or more of the following activities: <ul style="list-style-type: none"> <li>- testing;</li> <li>- audit;</li> <li>- calibration;</li> <li>- sampling, associated with subsequent testing or calibration.</li> </ul>
Operator of EF	Legal entity operating an evaluation facility
Recognition Agreement	A legally binding contract with an EF who applied for or already acts as EF with the status ‘recognised EF’ granted by the CB.
status ‘recognised EF’	A status granted by the CB to an EF, who successfully passed the EF recognition procedure laid down in the present document.
Letter of (Provisional) Recognition	Letter issued by the CB and confirming <ul style="list-style-type: none"> <li>- the status ‘(provisionally) recognised EF’,</li> <li>- the scope of recognition, and</li> <li>- the validity period of the recognition status.</li> </ul>
Evaluation Plan	Document which shall be prepared by the EF in charge of the evaluation, before evaluation and certification processes can be started.  Evaluation Plan shall show the sufficiency and appropriateness of the EF’s resources – capacity of the staff involved and tentative schedule – for performing the evaluation activities in scope in accordance with the related Certification Program.

End of Requirements for Recognition of Evaluation Facilities

## 7 Annex A

### Sample of 'Letter of Intent' for EF to join a Certification Program offered by CB

**Company Letter Head**

Deutsche Telekom Security GmbH  
Certification Body of Telekom Security  
Head of Certification Body  
Bonner Talweg 100

53113 Bonn, Germany

Attn: Head of Certification Body

**LETTER OF INTENT (EF)**

<Date>

Dear Mr. / Mrs. ##,

this letter is a formal notice that **<COMPANY NAME>** desires to participate as a recognised laboratory in the following Certification Program(s) offered by the Certification Body of Telekom Security:

- ##list of Certification Programs as defined by the Certification Body of Telekom Security (CB) for which this Agreement is valid, e.g. Certification Program 031 (eIDAS);

and is committed to comply with all the related requirements of the CB for the Certification Program(s) stated above.

For **<COMPANY NAME>** to be listed in as a Recognised Evaluation Facility, **<COMPANY NAME>** understands that it shall comply with all of the requirements outlined in the document "Requirements for Recognition of Evaluation Facilities" and in the Certification Program(s) stated above.

**<COMPANY NAME>** (Registration No. **xxxxxxx**), as of the **<DATE OF THIS LETTER>**, is a legal entity, duly organised and incorporated, validly existing, and in good standing under the **<laws of the country where the operator of the evaluation facility is registered>**.

Point of contact for this application is:

**<COMPANY NAME>**  
**<CONTACT NAME>**, **<position>**  
**<COMPANY POSTAL ADDRESS>**

**<PHONE>**  
**<E-MAIL ADDRESS>**

Sincerely,

**<NAME>**  
**<position>**

Requirements



for Recognition of Evaluation Facilities

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## 8 Annex B

### Procedures for Auditing EF

#### 8.1 Preparation of Audit

8.1.1 The CB schedules for the audit and carries out review of the following documents:

- a. The Quality Manual and other related documents of the EF together with the relevant procedures and instructions;
- b. Previous audit report, if any; and
- c. Any information, observation reports and feedback gathered during the evaluations performed by the EF in the previous years, if any.

#### 8.2 Audit Visit

##### 8.2.1 Start Meeting

A short meeting is held before the visit proper to:

- a. Brief members of its purpose (for continuous improvement), scope and manner in which the audit will be conducted;
- b. Confirm the agenda of the visit;
- c. Ensure that all members of the EF needed for performing audit are available.

##### 8.2.2 Interviews

This stage is for gathering information on the organisation of the EF to check for compliance with requirements as defined in the Certification Program(s) in the scope of the recognition.

##### 8.2.3 Proficiency Test

The members of the EF may undertake a test to ascertain the technical competencies, e.g. by shadowing of running evaluation activities under the Certification Program(s) in the scope of the recognition.

##### 8.2.4 Closing Meeting

- 1.1.1 All related staff members of the EF are invited to attend this audit closing meeting, including managerial and technical personnel, and staff members interviewed during the visit.
- 1.1.2 During the meeting, the Audit Manager informs the EF of the observations and findings. The EF will be given a copy of the assessment report and requested to return the report with proposals for corrective actions within two (2) weeks' time.

### 8.3 Post Audit

This final stage of the audit consists of the preparation and issuance of assessment report and the monitoring of the related action plan.

#### 8.3.1 Assessment Report

The assessment report prepared by the Audit Manager is intended to contribute to the ongoing improvement of the EF, affirming its strengths, pointing out areas that need to be improved and observations that need to be corrected. The Audit Manager will circulate the assessment report to the EF and the CB Quality Manager, who will keep it in the monitoring file for the EF.

#### 8.3.2 Monitoring of Action Plan

The CB Quality Manager will monitor the EF regularly to ensure that the action plan committed by the EF to correct the audit observations is followed through.

**End of Requirements**



## Requirements for Recognition of Evaluation Facilities

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