

## I. Scope

The independent evaluation of ICT products, services and processes by [ITSEF Name/ITSEF evaluation department], based in [ITSEF Address], under **ISO/IEC 17025**.

## II. Normative references, terms and definitions

Unless noted, all terms and definitions used in this manual and supporting documents are as given in current revisions of normative documents ISO 17000 - Conformity assessment — Vocabulary and general principles, and ISO 17025 - General requirements for the competence of testing and calibration laboratories.

*Note: Other normative references relating to specific EU schemes are covered in the relevant procedure document, see Annex A – Management system documentation.*

Normative references include the following:

- ISO/IEC 17025 – Testing and calibration laboratories
- EU Cybersecurity Certification Scheme on Common Criteria (EUCC)
- ISO/IEC 15408 & ISO/IEC 18045 (Common Criteria and CEM)
- EU Cybersecurity Act (EU) 2019/881
- Relevant ENISA state-of-the-art (SoTA) documents, ENISA guidance and national accreditation requirements


## III. Evaluation activities

[Introduction of the ITSEF and its activities]

This Security Manual covers [ITSEF Name] in its role as an IT Security Evaluation Facility (ITSEF) providing evaluation services for ICT products, services and processes under ISO/IEC 17025. The management system covered in this Security Manual is established as documented under Section 8.

The policies defined in this Security Manual and the associated management system documentation are adopted to support EU certification schemes as follows.

Department	Accreditation standard	Scheme code	Scheme name
Evaluation	ISO/IEC 17025	###	EUCC Scheme

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## IV. General requirements

### 1. Impartiality

Mechanisms for safeguarding impartiality are documented under [IMP-01-01](#).

### 2. Confidentiality

The process for safeguarding client confidential records is documented under [CONF-01-01](#).

### 3. Organisation structure and top management

[organisational structure and chart]

## V. Resource requirements


### 1. Management of competence

The competence evaluation and maintenance procedure is documented under [RES-01-01](#). Management of competence shall ensure that competence criteria, training, authorization and ongoing review of personnel reflect the applicable ENISA state-of-the-art (SoTA) documents and ENISA guidelines relevant to the scheme, role and evaluation activities performed by the laboratory.

### 2. Facilities and environmental conditions

The procedures for monitoring, controlling and recording environmental conditions in accordance with relevant specifications, including when the laboratory performs laboratory activities at sites or facilities outside its permanent control are documented under [ENV-01-01](#).



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### 3. Equipment

The procedures for handling, transport, storage, use and planned maintenance of equipment, including when the laboratory uses equipment outside its permanent control are documented under [ENV-01-01](#).

### 4. Metrological traceability

The laboratory uses reference evaluation procedures documented under [ENV-01-01](#) that are referred to in the ETR provided for each evaluation.

### 5. Externally provided products and services

Procedures for the validation of externally provided products and services, including interactions with customers CBs and NCCAs are documented under [ENV-01-01](#).

## VI. Process requirements

### 1. Review of requests, tenders and contracts

For EUCC activities, where an application has been preliminarily reviewed by the Certification Body (CB) and an IT Security Evaluation Facility (ITSEF) has been selected, the ITSEF shall perform its own documented review of the request, tender or contract before accepting the work. The purpose of this review is to confirm that the requested evaluation activities are clearly defined, fall within the ITSEF's scope of competence and accreditation, and that the applicable accreditation dimension, including the scope of accreditation, has been taken into account. The review shall also confirm that the work can be performed using applicable Common Criteria, CEM and scheme-specific methods, and can be delivered with the available personnel, facilities, tools and timeframe. It shall further confirm that interfaces with the CB are defined, that any scheme-specific prerequisites communicated by the CB have been taken into account, and that no unacceptable risks to impartiality, confidentiality or independence have been identified.

As part of this review, the ITSEF shall verify, as applicable:

- The completeness and clarity of the technical scope and Target of Evaluation definition;




- The applicability of the accreditation dimension and whether the requested work falls within the ITSEF's scope of accreditation;
- The suitability and availability of the proposed evaluation methods and supporting procedures;
- The availability of competent authorised personnel and required resources; the feasibility of the requested schedule;
- The adequacy of information and materials expected from the applicant; and
- The consistency of the requested work with the applicable scheme requirements and the agreed interaction model with the CB.

Where information is incomplete, unclear or inconsistent, the ITSEF shall request clarification through the agreed channels before accepting the work. The outcome of the review shall be documented and retained. Where the outcome is positive, the ITSEF may proceed with the applicable contractual arrangements and evaluation planning in coordination with the CB. Where the outcome is negative, or where the ITSEF cannot demonstrate competence, availability or impartiality for the requested work, the request shall not be accepted, and the CB shall be informed accordingly. More details on the application review are documented under [SM-01-02](#).

## 2. Selection, verification and validation of methods

All methods, procedures and supporting documentation, such as instructions, standards, manuals and reference data relevant to the laboratory activities, are kept up to date and made readily available to personnel through the laboratory internal systems.

When the customer does not specify the method to be used, the laboratory shall select an appropriate method and inform the customer of the method chosen. This process is documented as part of the application review. The laboratory shall verify that it can properly perform methods before introducing them by ensuring that it can achieve the required performance. Records of the verification shall be retained. If the method is revised by the issuing body, verification shall be repeated to the extent necessary. More details on the evaluation process are documented under SM-01-03.

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## Annexes

### Annex A – Management system documentation

Document Name	Description
<b><u>CA-01-01</u></b>	Contract agreement and commercial terms
<b><u>MK-01-01</u></b>	Use of license, certificates and marks of conformity
<b><u>IMP-01-01</u></b>	Impartiality
<b><u>CONF-01-01</u></b>	Confidentiality
<b><u>RES-01-01</u></b>	Management of competence and resources,
<b><u>SM-01-01</u></b>	Security Manual (this document)
<b><u>SM-01-02</u></b>	Enquiries, applications, tenders and contract review
<b><u>SM-01-03</u></b>	Evaluation methods, planning, execution and reporting for EUCC
<b><u>VH-01-01</u></b>	Vulnerability handling and follow-up for EUCC
<b><u>SM-01-04</u></b>	Control of documents and records
<b><u>SM-01-05</u></b>	Management review
<b><u>SM-01-06</u></b>	Internal audit
<b><u>SM-01-07</u></b>	Management of preventive and corrective actions
<b><u>ENV-01-01</u></b>	Facilities, environmental conditions, equipment, metrological traceability and externally provided products and services




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## Annex B – Organisation chart and scheme specific roles and responsibilities

[organisation specific]




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## Annex C – Process flow


Step	Process stage	Description	Customer	ITSEF	CB	NCCA	Related document(s)
1	<b>Enquiry and application</b>	Customer enquiry is received, scope is clarified, and the application is logged for review.	Initiates request and provides scope information	Receives enquiry and logs application	Consulted if scheme entry conditions apply	Informed where national notification is required	SM-01-02
2	<b>Contract and feasibility review</b>	Requirements, methods, timelines and laboratory capability are reviewed before acceptance of work.	Provides technical and commercial inputs	Assesses feasibility, scope and resources	Reviews contractual or scheme prerequisites	Normally not involved	CA-01-01; SM-01-02
3	<b>Competence and impartiality confirmation</b>	Personnel are assigned based on competence, and impartiality and confidentiality safeguards are confirmed.	May confirm constraints or conflicts of interest	Assigns competent staff and confirms safeguards	May review evaluator suitability for scheme purposes	Normally not involved	RES-01-01; IMP-01-01; CONF-01-01



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Step	Process stage	Description	Customer	ITSEF	CB	NCCA	Related document(s)
4	<b>Method selection and evaluation planning</b>	Applicable methods, evaluation procedures and scheme requirements are selected, verified and planned for the engagement.	Provides target and evidence inputs	Selects methods and prepares the evaluation plan	Consulted on scheme interpretation where needed	May be informed for regulated scheme conditions	SM-01-03
5	<b>Evaluation execution</b>	Evaluation activities are performed, evidence is recorded, and outputs are controlled in accordance with approved methods.	Provides evidence, samples and clarifications	Performs evaluation and controls records	May receive progress updates or queries	Normally not involved	SM-01-03
6	<b>Reporting and technical output</b>	Results are reviewed, documented in the evaluation technical output, and issued through the defined reporting process.	Receives outputs and responds to clarification requests	Reviews, approves and issues technical output	Receives reports for certification decisions where applicable	May be notified in line with national requirements	SM-01-03



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Step	Process stage	Description	Customer	ITSEF	CB	NCCA	Related document(s)
7	<b>Vulnerability handling and follow-up</b>	Applicable vulnerability information, follow-up actions and post-evaluation activities are managed under the scheme-specific process.	Provides remediation input and follow-up information	Assesses, tracks and records vulnerability-related actions	Coordinates certification follow-up where relevant	May be informed or consulted depending on national arrangements	VH-01-01a
8	<b>Management review and improvement</b>	Performance, audits, corrective actions and management review inputs are used to maintain and improve the management system.	Provides feedback or complaints where relevant	Conducts reviews, audits and improvement actions	May provide external feedback on performance issues	Normally not involved	SM-01-05; SM-01-06; SM-01-07



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## Version History

Version	Date	Author	Summary of changes	Status
1	21-04-2026	Khalimatou Samirah (NSAI)	Initial draft created.	Draft
2	02-06-2026	Khalimatou Samirah (NSAI)	Updated sections as per review comments,	Approved

