

ISO 20000 SERVICE MANAGEMENT SYSTEM POLICY STATEMENT

STATEMENT

The Organisation recognises the importance of Service Management and is committed to operating its business responsibly and in compliance with all legal requirements relating to the provision of managed IT services and sale of IT products and solutions to the public and private sectors. It is the Organisation's declared Policy to operate with and to maintain good relations with all regulatory bodies.

It is the Organisation's objective to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve Service Management performance through the implementation of the following:

- Understanding and fulfilling the service requirements to achieve customer satisfaction
- Establishing the Policy and objectives for Service Management
- Designing and delivering services based on the Service Management System (SMS) that add value for the customer
- Monitoring, measuring and reviewing the performance of the SMS and the services
- Continually improving the SMS and the services based on objective measurements.

The Organisation also maintains a dedicated Objective Register to define specific SMS objectives.

This Policy is documented, implemented, maintained and communicated to all employees, suppliers and sub-contractors and is made available to the public.

It is reviewed at least annually in accordance with the Management Review process implemented as part of the SMS.

Date of Issue	Signed
Date of Next Review	Print Name

Amendment History

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