ABtec Computer Solutions Ltd

Service Management System Policy Statement

ISO/IEC 20000-1:2018

Document reference	ABT-POL-SMS-06
Version	2.0 (Approved)
Approved by	Board of Directors, 06/11/2026
Policy owner	Barry Taylor, Director
Date of issue	06/11/2026
Date of next review	06/11/2027

Statement

The Organisation recognises the importance of service management and is committed to operating its business responsibly and in line with all legal, regulatory and contractual requirements relating to the provision of managed IT services and the sale of IT products and solutions to the public and private sectors, including education.

The Organisation will take all reasonably practicable measures to meet or exceed service requirements and to continually improve service management performance by:

- Understanding and fulfilling agreed service requirements and service levels to achieve customer satisfaction.
- Setting the policy and measurable objectives for service management, recorded in the Objective Register.
- Designing, transitioning and delivering services through the Service Management System (SMS) so that they add value for customers.
- Managing incidents, service requests, problems and changes through documented processes in our PSA platform.
- Managing suppliers and subcontractors that contribute to our services.
- Protecting the confidentiality, integrity and availability of customer information, in line with our ISO/IEC 27001 Information Security Management System.
- Maintaining service continuity in line with our ISO 22301 Business Continuity Management System.
- Considering climate change and other external issues in our context and risk assessment.
- Monitoring, measuring, reviewing and continually improving the SMS and the services.

Communication and review

This policy is documented, implemented, maintained and communicated to all employees, suppliers and subcontractors, and is available to the public. It is reviewed at least annually through the Management Review process.

Approval

Signed	Barry Taylor
Print name	Barry Taylor
Position	Director
Date	06/11/2026

Electronically signed by Barry Taylor, Director, on 06/11/2026 following Board approval.

Amendment history

Version	Date	Modified by	Comments
0.1–0.4	04/03/2024–07/03/2024	Jonathan Dean	Document created and drafted
1.0	22/04/2024	Paul Harper	Approved
2.0	06/11/2026	Barry Taylor	Approved by the Board 06/11/2026. Annual review: standard edition stated; links to ISO 27001 and ISO 22301, supplier management, incident/problem/change process and climate change added; issue and review dates completed