SERVICE MANAGEMENT POLICY

Document History

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Innovative Services | Securely Managed

SCP-DT-036 17/02/2022

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1.   PURPOSE

The purpose of this policy is to outline the principles and processes for managing IT services in an effective and efficient manner.

2.   SCOPE

This policy applies to all IT services and support provided by SecureCloud+.

3.   SERVICE MANAGEMENT PRINCIPLES

- o   Focus on customer needs and satisfaction.
- o   Continual service improvement
- o   Collaboration and partnership with customers and other stakeholders
- o   Use of a holistic, end-to-end approach to service management

4.   SERVICE MANAGEMENT PROCESSES

4.1.   Service Strategy

Defines the vision, principles, and policies for IT service management, as well as the goals and objectives for SecureCloud+ IT services.

4.2.   Service Transition

Plan, test, and implement changes to IT services (including new and modified services) in a controlled and predictable manner.

4.3.   Event and system monitoring - Service Operations

Event and system monitoring to ensure that IT services are delivered efficiently, effectively, and reliably. By monitoring IT infrastructure components and applications, Service operations quickly identify and resolve issues, minimise downtime, and improve the overall quality of IT service delivery.

4.4.   Service Management Roles and Responsibilities

Clearly define the roles and responsibilities of all individuals and teams involved in the delivery and support of IT services.

4.5.   Service Level Management

Establish and monitor SLAs (Service Level Agreement) to ensure that IT services meet customer needs and expectations.

4.6.   Incident Management

Establish a process for quickly and effectively responding to and resolving incidents that affect the availability, integrity, or confidentiality of our IT systems and services.

4.7. Request Fulfillment

Establish a process to quickly and effectively respond to an agreed set of small, low risk changes to a service.

4.8. Problem Management

Identify and resolve the underlying causes of incidents to prevent future occurrences.

4.9. Change Management

Implement changes to IT services in a controlled and predictable manner, minimizing the risk of disruptions to service.

4.10. Configuration Management

Maintain accurate and up-to-date information about the configuration of IT services and the relationships between different components.

4.11. Release and Deployment Management

Plan and manage the release and deployment of new and modified IT services in a controlled and predictable manner.

4.12. Service Continuity and Availability Management:

Ensure that IT services are available and able to meet the needs of customers, even in the event of disruptions or failures.

4.13. Continual Service Improvement:

Continual service improvement (CSI) is a core principle of IT service management, focused on the ongoing evaluation and enhancement of IT services to better align with business goals and meet customer needs.

5.   COMMITMENT

To support this the company will:-

- o Understand and fulfil the service requirements to achieve customer satisfaction.
- o Design and deliver services based on SMS that add value for the customer.
- o Continually improve the SMS and the associated services based on Monitoring, measuring and reviewing the performance of the SMS.

- o Improve Service Delivery by measuring and assessing the associated risks and applying effective measures to mitigate those risks.
- o Satisfy all applicable requirements regarding the Service Management System.

To ensure this commitment is met, the Company has established a set of service management goals which will provide a framework for the setting of objectives which will be monitored and reviewed regularly.

6. GOALS

- Ensure the Service Management System provides satisfaction to our customers through the delivery of IT services, by: -
    - o Work towards agreed SLAs on existing services with monthly reporting.
    - o Regular engagement with the customer throughout the life of a service.

- Ensure the Service Management System adds value to the customer, by: -
    - o Continually meeting the agreed requirements of our services and meeting stakeholders' expectations by administering the full lifecycle from pre-sales through to operations in line with those requirements.
    - o Adhering to the ITIL framework, reporting on services and internal conformity, customer satisfaction surveys, service reviews and innovation workshops.
    - o Taking a holistic view to ensure our internal processes underpin those requirements and our services are available when needed, have sufficient capacity and reliably in terms of continuity and security.
    - o Planning changes to the service.

- Continually improve our Service Management System and its associated services based on objective measurements, by: -
    - o Internal audit.
    - o Company objectives.
    - o Management review of performance of the Service Management System.
    - o Risk analysis.

- Carry out our day-to-day business in a manner which meets all applicable requirements regarding the Service Management System, by: -
    - o Ensuring the identification and implementation of appropriate legislation.
    - o Ensuring any government and contractual standards are met.
    - o A review of supplier and customer contracts.

Signed:

Peter Williamson - Director
Date: December 2022

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7.   REVISION/APPROVAL

This policy shall be revised accordingly to SCP-P-001 (document control). The approval people for this policy shall be the Quality Assurance Manager and Document Owner.

REVISION RECORD

DATE	REV.	COMMENT	Peer Review (Role/Initials)	Date	Approval (Role/Initials)	Date
14/04/20	1.0	First Issue	HO CR	14/04/20	QM PJ	14/04/20
20/12/22	2.0	Update to cover ITIL processes	Service Manager AC	Dec 2022	COO SP QM PJ	Dec 22

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