

## **IT Service Management System**

### **Service Management Policy**

The aim of ISG Technology Ltd Service Management Policy is to provide Technical Services, Installations, Maintenance and Sales to meet customer specified requirements.

It is the company's policy to carry out our services in accordance with the requirements of the international IT Service Management standard. A Manual has been compiled to describe the service management systems used throughout Sofia branch of the company to ensure compliance with the company's policy.

The System manual also describes the service management system built and implemented according to the requirements of ISO20000-1:2011.

It is our objective to maintain written company procedures that enable this policy to be implemented and ensure that all orders and contracts are efficiently processed, satisfied and information in them is well protected. To achieve these objectives the responsibility for the Management System is shared by the directors and managers who ensure that all personnel are fully conversant with the company policy through an on-going training programme, and to review the system regularly to establish its effectiveness.

It is the responsibility of all staff to ensure they understand this policy, implement its procedures and maintain them.

The organisation is committed to continuous improvement and employs computer systems to analyse and report data to ensure the organisation meets its objectives.

The company is committed to providing a framework for establishing and reviewing quality, information security objectives and objectives for service management.

Andrew Webb

Support Services Director

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