Service Management Policy

ISG technology Ltd is a company with a strong belief in the principles of quality of the service management, providing high-tech commercial solutions, including Design, Deployment, Installation and Management of IT and Network Services. Our aim is to meet customer requirements and ensure customer satisfaction over a long-term period.

The aim of ISG technology Service Management Policy is to ensure we meet customer specified requirements providing Technical Services, Installations, Maintenance and Sales.

It is the company's policy to carry out our services in accordance with the requirements of the international IT Service Management standard ISO 20000-1:2011. The company has identified the context of the organisation and the interested parties which form part of the documented information together with available policies and procedures. These have been compiled to describe the service management system used throughout each area of the company to ensure compliance with the company's mission, vision and policy.

It is our objective to ensure that our processes – from planning, design, implementation, testing and ensuring service, are documented and implemented within all departments and functions with the highest quality values and IT best practices. We 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 policy is committed to provide a framework for establishing and reviewing objectives for service management.

The organisation is committed to continuous improvement and employs specific applications and software to analyse and report data to ensure the organisation meets its quality objectives. The quality organisation chart defines the overall structure and responsibilities.

Andrew Webb MIQA C.Q.P.

Director

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