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	IT Service Management Policy	VERSION: 01
AUTHOR: QUALITY AWARD	VERSION DATE: 05/06/2026	APPROVED BY: SMART NS

Smart NS is committed to delivering reliable, secure, and high-quality information technology services that meet customer requirements, contractual obligations, applicable legal and regulatory requirements, and the requirements of ISO 20000-1.

The purpose of the Service Management System (SMS) is to ensure the effective planning, delivery, operation, monitoring, support, and continual improvement of IT services provided by Smart NS. Through the implementation of the SMS, Smart NS aims to ensure service availability, customer satisfaction, business continuity, information security, and operational excellence.


Top Management Leadership and Commitment

Top Management demonstrates leadership and commitment to the Service Management System (SMS) by ensuring that:

- the Service Management Policy, Objectives and Plan are established, implemented, and maintained in alignment with the strategic direction of Smart NS and support the achievement of service requirements,
- SMS requirements are integrated into the organization's business processes and daily operations,
- roles, responsibilities, and authorities for SMS-related decisions are defined, assigned, and communicated,
- sufficient resources, including personnel, infrastructure, technology, financial resources, and competencies, are available to support effective service delivery,
- service value for the organization and its customers is defined, understood, and consistently considered in decision-making,
- customer and stakeholder requirements are identified, understood, and fulfilled,
- service risks and opportunities are identified, assessed, and managed,
- control is maintained over external parties involved in the service lifecycle,
- service performance is monitored, measured, and reviewed at planned intervals to ensure the SMS achieves its intended outcomes,
- continual improvement of the SMS and services is actively promoted and supported throughout the organization,
- the importance of effective service management, value delivery, and conformance to SMS requirements is communicated across the organization,
- personnel are directed and supported to contribute to the effectiveness of the SMS and services,
- other relevant management roles are supported in demonstrating leadership within their areas of responsibility.

Service Delivery Commitment

Smart NS provides professional IT services including but not limited to:

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- Managed IT Support Services,
- Service Desk and Helpdesk Services,
- Incident and Service Request Management,
- Remote and On-site Technical Support,
- IT Infrastructure Support,
- Preventive and Corrective Maintenance,
- Consulting and Advisory Services,
- Monitoring and Escalation Services,
- Support Packages.

Smart NS is committed to delivering these services in accordance with Service Level Agreements (SLAs), customer contracts, service catalogues, and documented procedures.

Service Management Principles


The policy provides a framework for establishing and reviewing measurable Service Management Objectives aligned with business needs and customer requirements. To achieve effective service management, Smart NS commits to:

- **Customer Focus:** Understanding customer needs and expectations and ensuring services consistently meet agreed requirements.
- **Service Availability and Continuity:** Maintaining service availability and resilience through appropriate business continuity, disaster recovery, backup, and incident response arrangements.
- **Information Security and Data Protection:** Protecting customer information, business information, and personal data through appropriate security controls and compliance with applicable legislation and contractual requirements.
- **Risk-Based Thinking:** Identifying, assessing, and managing risks that may affect service quality, service availability, customer satisfaction, and business objectives.
- **Supplier Management:** Monitoring and evaluating suppliers and external service providers to ensure they support the quality and continuity of Smart NS services.
- **Continual Improvement:** Using performance indicators, customer feedback, service reviews, audits, incidents, nonconformities, corrective actions, and management reviews to improve service effectiveness and efficiency.

Employee Responsibilities

All personnel involved in service delivery shall:

- contribute to service quality and customer satisfaction,
- report incidents, service failures, risks, and improvement opportunities,
- participate in required training and awareness activities,
- protect confidential information and customer data.

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Continual Improvement

Smart NS is committed to the continual improvement of its Service Management System through:

- monitoring and measurement of service performance,
- customer satisfaction assessments,
- internal audits,
- management reviews,
- corrective actions,
- lessons learned from incidents and service disruptions,
- evaluation of emerging technologies and service improvement opportunities.

Communication and Review

This policy is controlled as documented information in accordance with the SMS documentation control procedures. It is communicated to all personnel and relevant interested parties and is available to customers and stakeholders where appropriate.

The policy shall be reviewed periodically and whenever significant organizational, technological, contractual, legal, or operational changes occur to ensure its continuing suitability, adequacy, and effectiveness.



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