**Service Management Policy:**

**Document History**

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| **Version** | **Date** | **Summary of Changes** |
| **1.0** | **10/01/2023** | **Document creation and  approval** |

**Review Distribution**

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**Document Approval**

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| **Version** | **Organisation** | **Position Date** |
| **1.0** | **IT Team** |  |

**Purpose:** The purpose of this policy is to establish guidelines for the management of ABC Technologies IT services, including the delivery, support, and maintenance of those services.

**Scope:** This policy applies to all IT services provided by the ABC Technologies , including but not limited to hardware, software, networking, and security services.

**Introduction:**

A service management policy is a set of guidelines that outlines how a company will deliver and support its products and services to its customers and stakeholders. The goal of a service management policy is to ensure that the company is meeting the needs and expectations of its customers, and that it is providing high-quality, reliable, and consistent services (Williams, 2016).

**Principles:**

* ABC Technologies will establish and maintain clear and documented service level agreements (SLAs) for all IT services, outlining the expectations and responsibilities of both the service provider and the service user.
* ABC Technologies will establish and follow processes for monitoring and measuring the performance and availability of IT services, and for identifying and addressing any issues or problems that may arise.
* ABC Technologies will establish and follow processes for managing and responding to service requests and incidents, including procedures for prioritising, assigning, and resolving those requests and incidents in a timely and effective manner.
* ABC Technologies will establish and follow processes for planning and implementing changes to IT services, including procedures for reviewing, approving, testing, and implementing those changes.
* ABC Technologies will establish and follow processes for training and supporting service users, including providing appropriate documentation and resources to assist with the use of IT services.
* ABC Technologies will regularly review and update its service management policies and processes to ensure that they are effective and aligned with the organisation's business needs.

(LANDOLL, 2020)

**Disciplinary Consequences:**

* Any suspected or actual breach of this policy needs to be reported to vice-president, president or CEO of ABC Technologies through a suitable channel. Appropriate action must then be taken by the vice president, president or CEO where they will take appropriate action and involve any relevant external and internal authorities.
* Compliance of this policy must be followed else disciplinary action will be taken in accordance with relevant process.

(Buckinghamshire New University, 2015).

**Responsibilities:**

**ABC Technologies:**

* Providing training and resources to employees to help them understand the importance of service management and how to use ABC Technologies service management tools.

(ISO, 2013)

**IT Team:**

* Identify and define the services offered by ABC Technologies, and outlining the service level agreements (SLAs) for each service.
* Establish procedures for managing service requests, incidents, problems, and changes, and for monitoring and reporting on service performance.
* Providing a clear and efficient process for service request management, incident management, problem management, and change management.
* Communicating service-related information to employees, customers, and other stakeholders, including service availability, service disruptions, and planned maintenance.
* Ensure that service management activities are aligned with ABC Technologies overall goals and objectives, and that they support business processes and functions.
* Regular reviewing and updating the service management policy to ensure it remains effective and relevant.
* Keeping accurate records of service-related activities, such as service requests, incidents, and problems, to aid in incident response and investigations.
* Continuously improving the service management process by measuring and evaluating service performance, customer satisfaction and incorporating feedback to make improvements.
* Ensure compliance with relevant laws, regulations, standards and best practices related to service management.

(Calder & Watkins, 2010)

**Third-party:**

* Ensure compliance with relevant laws, regulations, standards and best practices related to service management.

(Calder & Watkins, 2010)

**Training and audit:**

* Regular reviewing and updating the service management policy to ensure it remains effective and relevant.
* Keeping accurate records of service-related activities, such as service requests, incidents, and problems, to aid in incident response and investigations.
* Ensure compliance with relevant laws, regulations, standards and best practices related to service management.

(Bârsan, 2017)

**Key Outcomes:**

* **Improved customer satisfaction:** By delivering high-quality, reliable, and consistent services, ABC Technologies can help to meet the needs and expectations of its customers, which can improve satisfaction and loyalty.
* **Enhanced efficiency and effectiveness:** Optimising the performance and value of its services, ABC Technologies can help to improve overall business operations and reduce costs.
* **Increased compliance with relevant laws and regulations:** The service management policy can help ABC Technologies to ensure that it is in compliance with any relevant laws and regulations, such as consumer protection and industry standards.
* **Greater transparency and accountability:** Delivering services in a transparent and accountable manner, ABC Technologies can improve trust and confidence among its stakeholders.
* **Improved reputation and image:** A company that is seen as a provider of high-quality, reliable, and consistent services is likely to have a more positive reputation and image in the eyes of its stakeholders.

(Calder, 2017)

**Related policies:**

* **Service level agreement (SLA) policy:** This policy outlines the expectations and commitments for the delivery and support of services, as well as the performance standards and metrics that will be used to measure and evaluate these services.
* **Service request management policy:** This policy outlines the procedures for requesting and obtaining services, including the process for submitting service requests, prioritising requests, and tracking the status of requests.
* **Service incident management policy:** This policy outlines the procedures for responding to and resolving service incidents or problems, including the process for identifying, documenting, and resolving incidents.
* **Service change management policy:** This policy outlines the procedures for making changes to services, including the process for planning, testing, and implementing changes.
* **Service continuity management policy:** This policy outlines the measures that a company will take to ensure the continuity and availability of its services, including the use of backup systems and disaster recovery plans.

(ISO, 2013)