

Service Performance Policy

PHX061

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Policy

The Service Performance Policy applies to all the systems, people and business processes that make up the IT Services – Managed Services function. This includes all employees, contractual third parties and agents of the company who have responsibilities to develop and deliver Phoenix IT Services Managed Services.

To maintain the high standard of Managed Services, communication must take place frequently to ensure feedback and understanding of the true status of the Managed Services performance. This document sets out how Phoenix will use reporting to achieve and maintain quality delivery and growth.

The following reporting structures have been implemented to ensure continual monitoring of key service areas to allow for informed decision making, strong growth and quality continual service delivery.

Management Reporting

The performance of the service management and service delivery must be communicated to senior management and cover the following areas:

- The status of actions from reviews
- Changes in external and internal issues relevant to the service management system
- Information on the performance and effectiveness of the SMS, including trends in:
 - Non conformities and corrective actions
 - Monitoring and measurement results including Service Level Agreement and Customer Satisfaction rates
 - Internal and external audit results
- Opportunities for continual improvement of service, processes, and performance
- Feedback from interested parties including sales and delivery staff, customers, suppliers, and any other stakeholders
- Adherence to documented policies and any challenges in compliance
- Achievement of the service management objectives documented within PHX059 Service Management Policy
- Performance of the services, including customer retention rates
- Performance of other parties involved in the delivery of the services including availability of third-party tool sets
- Current and forecast human, technical, information and financial resource levels, and human and technical capabilities lead by pipeline management and reporting
- Results of risk assessment and the effectiveness of actions taken to address risks and opportunities
- Changes that can affect the SMS and the services.

This information must be documented with trend analysis included, alongside any actions or decision to related to continual improvement. This will take place quarterly.

Service Reporting

Reporting of the service performance back to the customer differs in content depending on the service provided. The content is documented within the Service Management Plan for each service.

Customer Success Reviews take place at intervals agreed with the customer.

Policy Compliance

If any user is found to have breached this policy, knowingly or unknowingly, they may be subject to Phoenix disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, please seek advice from the Phoenix HR Manager or any member of the Service Management Committee.

Policy Governance

The following table identifies who within Phoenix is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	Head of Service Delivery
Accountable	Operations Director / Managing Director
Consulted	Directors, Service Management Committee
Informed	All employees, contractual partners, and third-party agents applicable to the service management system scope

Review and Revision

This policy is reviewed as it is deemed appropriate, but no less frequently than every 12 months. Policy review will be undertaken by the SMS with any subsequent changes authorised by the Managing Director or Operations Director.

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Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Amy Trimble	1.0	27/04/2020	Company Distribution
Amy Trimble	1.0	22/04/2021	Annual review – no changes
Amy Trimble	2.0	16/02/2022	Update to reflect changes in reporting requirements and management maturity
Richard Barwick	2.0	24/01/2023	Annual review – no changes

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Clare Metcalfe	1.0	27/04/2020	Operations Director
Clare Metcalfe	2.0	16/02/2022	Operations Director
Clare Metcalfe	2.0	31/01/2023	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 31/01/2023