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| **Name** | ITSMS Improvement Policy |
| **Version** | 1.0 |
| **Classification** | Internal |
| **Process Owner** |  |
| **Summary** | Document detailing policies for ITSM improvement |
| **Approval** |  |
| **Date** |  |
| **Associated Records** | ISO 20000:2018 |

**SUMMARY OF CHANGES IN THIS VERSION**

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| --- | --- | --- | --- |
| **Version** | **Process Name** | **Key Change** | **Reference** |
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**CHANGE INITIATION**

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| **Name** | **Department** | **Signature/Date** |
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**APPROVAL OF CHANGE IN THIS VERSION**

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| **Approvals** | **Title** | **Signature/Date** |
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## Improvement Policy

## Purpose

has implemented the ITSMS within its IT Department to improve services provided to its customers by the IT department as part of the organisation’s objectives, compliance to regulatory requirements as well as to satisfy the requirements of the ISO 20000: 2018 standard for IT Service Management.

This policy seeks to establish the requirement and commitment for the improvement of IT Services within .

All policies, procedures and processes have been put in place in order to ensure compliance and adherence.

## Scope

This covers the IT Services provided by the IT Department of in compliance to the ISO 20000: 2018 Standard.

## Detail

Service monitoring, measurement and reporting are fundamentals required to drive improvement. This policy ensures that information and metrics for IT services are captured, monitored, reviewed, measured and analysed to determine lapses and process failures as well as opportunities for improvements.

All opportunities for improvement are to be identified, documented, evaluated, approved and prioritized. Improvements shall be evaluated an implemented in order of urgency of customer service requirements as well as availiability of resources for implementation.

Reporting of improvements are also key elements within the improvement process. Opportunities for improvement, including corrective and preventive actions, shall be documented.

Improvement activities shall include;

1. setting targets for improvements in one or more of quality, value, capability, cost, productivity, resource
2. utilization and risk reduction;
3. ensuring that approved improvements are implemented;
4. revising the service management policies, plans, processes and procedures, where necessary;
5. measuring implemented improvements against the targets set and where targets are not achieved, taking
6. necessary actions;
7. reporting on implemented improvements.

The following sources are to drive the service improvement process;

* Non- Compliant Process
* Incidents
* Customer Feedback
* Preventative Action Process
* Corrective Action Process

The cause of identified nonconformities shall be corrected. Corrective actions shall be taken to eliminate the cause of identified nonconformities in order to prevent recurrence. Preventive actions shall be taken in order to eliminate the cause of potential nonconformities in order to prevent occurrence.

This policy is supported by the Improvement Procedure for the ISO Management Systems for .