



Service Management Policy

XIT-POL-006

Policy

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Abstract

This document declares the policy of service management.

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Modification History

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1.0	24-MAR-2010	Jan PAVEL	Review after translation, finalization
1.1	29-APR-2010	Jan PAVEL	Minor update after QMS internal audit
1.2	13-JUL-2010	Jan PAVEL	Correction of a typo in the ISO directive number (20000 → 20000-1)
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1. Service Management Policy

Management of xITee k.s. recognizes the importance of a standardized management system, its impact on the level of services provided and overall company performance. For this reason, it has been decided to implement an integrated management system that includes quality management, service management and information security. Moreover, the management established separate policies setting out the following objectives, principles and guidelines to ensure continuing fulfilment or exceeding of customer expectations and the realization of values expressed in the company's mission statement. The policies of the integrated management system are reflected in the system of long-term goals that support the fulfilment of the company's strategy.

The management is committed to complying with internal rules, standards and legislation governing the integrated management system and to ensuring ongoing financial resources needed to observe the respective policies. The management requires that the employees:

- know the principles of the policies governing quality, services and information security and all related internal organizational documents and directives,
- respect the principles of the policies governing quality, services and information security in their actions, activities and within their scope and comply with the requirements established by the management system documentation,
- collaborate and act pro-actively in implementing, improving and developing the management system.

In the field of services management, the following principles defining the basic framework for the provision of customer service and dealing with suppliers were established by the management.

1.1 Service level management

- The company offers services described in the catalogue of services; all concluded contracts have defined parameters (SLA).
- Rules for change management of service offerings are determined and implemented. Requests and proposals for changes, evaluations of the requests and decisions on the implementation of changes to the catalogue of services are recorded.
- The process of examination of customer requirements is established.

1.2 Capacity Management

- A capacity plan is established for capacity planning for subsequent weeks, which is linked to an activities report. Structure and frequency of reports is established.
- For long-term capacity planning, up to one year, scenarios are drawn up describing the various degrees of success of the company's development as well as adequate measures.

1.3 Management of Continuity and Availability of Services

- The company has approved and implemented a strategy of continuity of services and a plan ensuring continuity of services, which helps to ensure the required availability of the services.
- Responsible persons maintain the current working practices and the IS recovery plan.

1.4 Information Security Management

- Governed by the Information Security Policy.

1.5 Service Reports

- Performed activities are reported and linked to a capacity plan. Types of reports are clearly established and defined.

1.6 Budgeting and Accounting for IT Services

- Services accompanied by pricing rules are benchmarks for tracking the profitability of individual services which are established.
- Direct costs are budgeted using the internal cost rate. Indirect costs are budgeted in proportion to the used resources and duration of the project, which generated costs, or using a qualified estimation.

1.7 Management of Incidents and Problems

- Rules and procedures for assessing incidents/problems are approved and implemented, responsible persons are assigned.
- All incidents / problems are registered in the IS with a link to the SLA and are subject to regular evaluations.

1.8 Configuration Management

- All assets are registered and valued in relation to their importance for the provision of services. Risks are identified and owners of assets are determined.
- The methodology for configuration changes is approved and implemented.

1.9 Change Management

- Rules and procedures for change management are approved and implemented.

1.10 Release Management

- A binding directive describing rules and procedures for the release services in operating environment is approved.

1.11 Management of Relations with the Industry and Suppliers

- Rules and procedures for ongoing evaluation of customer satisfaction and evaluation of service requirements are approved and implemented.
- Rules and procedures for registration of suppliers and their continuous evaluation are approved and implemented.