## SERVICE MANAGEMENT POLICY

<table>
<thead>
<tr>
<th>Code:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td></td>
</tr>
<tr>
<td>Date of version:</td>
<td></td>
</tr>
<tr>
<td>Created by:</td>
<td></td>
</tr>
<tr>
<td>Approved by:</td>
<td></td>
</tr>
<tr>
<td>Confidentiality level:</td>
<td></td>
</tr>
</tbody>
</table>

Comment [BV1]: All fields in this document marked by square brackets {} must be filled in.

Comment [BV2]: The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentin</td>
<td>Basic document template</td>
</tr>
</tbody>
</table>

Table of contents

1. PURPOSE, SCOPE AND USERS........................................................................................................ 3
2. REFERENCE DOCUMENTS .................................................................................................................... 3
3. DEFINITIONS* .................................................................................................................................... 3
4. MAIN RULES FOR THE SERVICE MANAGEMENT SYSTEM ..................................................................... 3
   4.1 OBJECTIVES AND MEASUREMENT..................................................................................................... 3
   4.2 MANAGEMENT COMMITMENT............................................................................................................. 4
   4.3 COMMUNICATION............................................................................................................................. 4
   4.4 ROLES AND RESPONSIBILITIES........................................................................................................ 4
   4.5 SMS PLAN......................................................................................................................................... 4
   4.6 GOVERNANCE OF PROCESSES OPERATED BY OTHER PARTIES...................................................... 4
   4.7 RESOURCE MANAGEMENT............................................................................................................... 4
5. VALIDITY AND DOCUMENT MANAGEMENT....................................................................................... 4
1. **Purpose, scope and users**

The aim of this document is to define the purpose, direction, principles and basic rules of IT Service Management.

This document is applied to the entire Service Management System (SMS).

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

2. **Reference documents**

- ISO/IEC 20000-1:2011, clauses 4.1.1.a), 4.1.2., 4.1.3.b), 4.2. and 4.4.1.
- SMS Plan
- Communication Procedure

3. **Definitions***

**Service Management** - set of capabilities and processes to direct and control the service provider's activities and resources for the design, transition, delivery and improvement of services to fulfill the service requirements

**Service Management System (SMS)** - management system to direct and control the service management activities of the service provider

*definitions taken from ISO/IEC 20000-1:2011

4. **Main rules for the Service Management System**

4.1 **Objectives and measurement**

There are two types of objectives:

- a) General objectives for the SMS
- b) Objectives set on local or branch of each process

General objectives are defined in the SMS Plan and are in line with the organization's business strategy and business plan. Each process is responsible for reviewing general objectives of the SMS once a year. During the budgeting period, he ensures that current goals of the SMS have been properly handled and to set new ones.

Objectives for the processes which are within the scope of the SMS (see Service Management System Plan) are set by the owner of the process. Owners are responsible for each process, as defined in each process document. These objectives may be different from the general SMS objectives.
Responsibilities and methods for measurement of whether objectives have been achieved are specified in the SMS Plan.

4.2 Management commitment

Top Management (see SMS Plan) commits:
- that services, as specified in the SMS Plan, are requirements.
- to the delivery of quality IT services.
- to continually improve the effectiveness of the SMS and the services through policy on continual improvement (see Continual Service Improvement Process).

4.3 Communication

[top management role] communicates SMS Policy to all employees of [organization name] according to the procedure for communication, as per Communication Procedure.

4.4 Roles and responsibilities

Roles involved in the SMS and their responsibilities are described in the SMS Plan.

4.5 SMS Plan

[top management] ensures that the SMS Plan is created, implemented and maintained in order to adhere to the policy, achieve the objectives for service management and fulfil the service requirements.

4.6 Governance of processes operated by other parties

To provide high-quality services to the customers, [organization name] uses services provided by other parties, both internal and external. Such processes or parts of processes and their governance are defined within the scope of the Service Management Plan.

4.7 Resource management

Resources needed to establish, implement, maintain and continually improve the SMS and the services are defined in the Service Management Plan.

5. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.
[job title]

[name]

[signature]

Comment [87]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.