

[Organization logo]

[Organization name]

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SERVICE MANAGEMENT SYSTEM POLICY

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Change history

Date	Version	Created by	Description of change
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1. Purpose, scope and users

The aim of this document is to define the purpose, direction, principles and basic rules for 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 20000-1:2018, clauses 5.2., 6.2. and 8.2.3
- SMS Plan

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3. Definitions

Interested Party – organization or person that may have an interest in or be affected by the direct or indirect actions of the organization

Objective – intended result

Policy – officially expressed intentions and directions of the management

Service Management System (SMS) – set of capabilities and processes to plan, deliver and control the organization's services and resources to the planning, design, transition, delivery and improvement of services to meet user needs.

Service Management System (SMS) – management system that supports the organization in planning and controlling the service management activities.

4. Main rules for the Service Management System

4.1 Objectives and measurement

There are two types of objectives:

1. Service objectives to SMS
2. Business objectives of the organization

Service objectives are defined in the SMS Plan and are in line with the organization's strategy, mission, vision, and values. They are measurable and can be used to monitor the performance of the SMS. **Business objectives** are defined in the organization's strategy, mission, vision, and values. They are measurable and can be used to monitor the performance of the organization.

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[organization name]

Responsible for the processes which are within the scope of the SMS and Service Management System. This role will be assigned to the most senior, available and qualified person. This person will be named in the Service Management Plan.

Responsibilities and methods for measurement regarding whether objectives have been achieved are specified in the SMS Plan.

4.2 Management commitment

Top Management (see SMS Plan) commits:

- to ensure that the SMS Plan is properly implemented, and continuously update it where appropriate.
- to the delivery of quality services.
- to continually improve the effectiveness of the SMS and the service.

4.3 Communication

[Job title] communicates the SMS Policy to all employees of [organization name] and makes it available to all employees and interested parties. [Job title] communicates every change in the SMS

to all employees and interested parties. The communication is carried out through [redacted] and the document is stored in accordance with the [redacted].

4.4 Roles and responsibilities

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

4.5 SMS Plan

[redacted] ensures that the SMS Plan is properly implemented, and continuously update it where appropriate. This role will be assigned to the most senior, available and qualified person.

4.6 Control of parties involved in the service lifecycle

[redacted] ensures that the SMS Plan is properly implemented, and continuously update it where appropriate. This role will be assigned to the most senior, available and qualified person.

parts of processes and their governance are defined within the Service Management Scope.

4.7 Resource management

[redacted] ensures that the SMS Plan is properly implemented, and continuously update it where appropriate. This role will be assigned to the most senior, available and qualified person.

Efficiency of delivered services and respective resources is reviewed by [job title] through Service Reports, Customer Satisfaction Surveys, and analysis of customers' complaints and compliments.

5. Validity and document management

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This document is valid as of [date].

The 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]

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