IT Service Management Policy

Document Ref. ITSM01001
Version: 1.0
Draft 1

Document Author:

Document Owner:
## Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>RFC Number</th>
<th>Summary of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Document Review

### Date of Next Scheduled Review


## Distribution

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Approval

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Contents

1. **INTRODUCTION** .................................................................................................................. 4
2. **SCOPE OF CERTIFICATION** ............................................................................................ 5
3. **SERVICE REQUIREMENTS** ............................................................................................... 5
4. **MANAGEMENT COMMITMENT** ....................................................................................... 5
5. **MANAGEMENT REPRESENTATIVE** ................................................................................... 5
6. **SERVICE MANAGEMENT OBJECTIVES** ......................................................................... 6
7. **GOVERNANCE OF PROCESSES OPERATED BY OTHER PARTIES** ............................... 6
8. **ROLES AND RESPONSIBILITIES** ..................................................................................... 7
9. **SERVICE IMPROVEMENT POLICY** ............................................................................... 7
10. **APPROACH TO MANAGING RISK** ............................................................................... 8
11. **HUMAN RESOURCES** .................................................................................................... 8
12. **AUDITING AND REVIEW** ............................................................................................. 9
13. **DOCUMENTATION STRUCTURE AND POLICY** ........................................................... 9
14. **CONTROL OF RECORDS** ............................................................................................. 11
1 Introduction

This policy defines how IT Service Management will be set up, managed, measured, reported on and developed within [Organisation name] [IT Department].

The International Standard for IT Service Management, BS ISO/IEC 20000-1:2011 (referred to in this document as ISO/IEC 20000), is a development of the earlier British Standard, BS 15000. The processes and procedures required by ISO/IEC 20000 are heavily based on the best practice contained in the IT Infrastructure Library (ITIL) which has expanded significantly from its early days as central government guidance into an internationally recognised best practice specification, now updated to V3.

[Organisation name] has previously started on the road to adoption of ITIL and has completed staff training to Foundation qualification level. As part of this process it has decided to pursue full certification to ISO/IEC 20000 in order that the effective adoption of ITIL may be validated by an external third party.

The scope of IT Service Management as defined by the ISO/IEC 20000 standard is set out in the following diagram.

---

**Figure 1 – ISO/IEC 20000 Scope**
2 Scope of Certification

For the purposes of certification within [Organisation Name], the boundaries of the managed service are defined as follows:

“[All] IT services provided by the [IT Department] to [all] business units within [Organisation name] at [all] locations”

Details of the IT services provided can be found within the [IT Department] Service Catalogue (document reference ITSM13003) and a list of business units/stakeholders within the Business Relationship Management Policy (document reference ITSM03001).

3 Service Requirements

A clear definition of the service requirements will be agreed and maintained with the customers of the IT service(s) so that all IT service management activity is focussed on the fulfilment of those requirements. Statutory, regulatory and contractual requirements will also be documented and input to the planning process.

It is a fundamental principle of [Organisation Name] IT service management quality that the provision of IT services is driven by business needs and this will be regularly communicated to all staff through team meetings and briefing documents.

4 Management Commitment

Commitment to the delivery of quality IT services extends to senior levels of the organisation and will be demonstrated through this Service Management Policy and the provision of appropriate resources to provide and develop services.

Top management will also ensure that a systematic review of performance of the programme is conducted on a regular basis to ensure that quality objectives are being met and quality issues are identified through the audit programme and management processes. Management Review can take several forms including departmental and other management meetings.

5 Management Representative

The [IT Manager] shall have overall authority and responsibility for the implementation and management of the IT Service Management Quality system, specifically:
6 Service Management Objectives

An annual cycle will be used for the setting of service management objectives, to coincide with the budget planning cycle. This will ensure that adequate funding is obtained for the improvement activities identified. These objectives will be based upon a clear understanding of the business requirements, informed by the annual IT service management review with customers.

Service management objectives will be documented in the Service Management Plan for the relevant financial year, together with details of how they will be achieved. The service management plan will be reviewed on a quarterly basis, at which time the objectives will also be reviewed to ensure that they remain valid. If amendments are required, these will be managed through the change management process.

7 Governance of Processes Operated by Other Parties

[Organisation Name] [IT Department] makes use of various third parties, both internal and external, in the delivery of services to its customers. Where this involves the operation of a service management process, or a part of the process on behalf of [IT Department], this is identified in the Service Management Plan (document reference ITSM01002).

External suppliers will be managed through the Supplier Management process (document reference ITSM14001) and an associated underpinning contract. Internal providers will be managed through the Service Level Management process (document reference ITSM13001) using an operational level agreement.

In all cases, [IT Department] retains the governance of the relevant processes by demonstrating:

- Accountability for the process
- Control of the definition of and interface to the process
- Performance and compliance monitoring
- Control over process improvements

This will be evidenced by documents and records such as contracts, OLAs, meeting minutes and performance reports.