



Service management policy

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What is this Policy for? Who is it for?

This policy instructs dxw to create, maintain and continuously evolve an IT service management system (SMS). This system will encompass the ISO20000-1 standard, as this is critical to our business. It will implement our service goals. It is for anyone to read but is primarily aimed at anyone who supports our clients who have a managed hosting and/or support agreement, SMS team, and any supporting operation role.

What the SMS will do

The IT service management system will:

- define a scope, explaining what and who the system applies to

- be accessible to those people
- objectives for the SMS will be set by management as described in Setting objectives below
- objectives will reviewed and updated in quarterly management review meetings
- include a Service management statement and Service management manual
- encourage planning, thus allowing dxw to act with preparedness
- incorporate a series of reviews by management on the content of and the operation of the SMS
- ensure objectives satisfy current and ongoing requirements of dxw
- encompass or exceed the requirements of ISO20000-1

What dxw will do

dxw will:

- make sure all levels of management engage and embrace the principles of the SMS and check that it meets the requirements of this policy
- carry out a series of internal and external audits, so we know how well our SMS is performing

- commit to the SMS in business plans by making appropriate resources available
- ensure that the SMS remains relevant and effective through continuous improvement
- ensure the services that dxw provides remain relevant and effective through continuous improvement

Setting objectives

- dxw will set and review SMS objectives through monthly SMS team meetings
- New objectives will be recorded in the Service Management Manual
- Trello cards will be raised to change existing objectives