



Service management statement

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What is this Statement for? Who is it for?

This is a short statement setting out dxw's stance on the topic of IT service management within the company. It is for anyone to read giving a brief overview of how dxw manages the hosting and managed support services offered to clients.

Service management statement

dxw exists to improve people's lives by designing, building, running, and improving digital public services.

Our reputation is built on our ability to consistently deliver work of excellent quality that exceeds our clients' expectations, including the expectation that we will protect our clients' information as well as our own.

The Delivery+ and GovPress business units sell hosting and managed support on Framework Agreements such as G-Cloud, which is where we do work covered by this management system.

Our service management system

The goal

We implement an IT service management system (SMS) to allow dxw to understand, measure and improve the experiences of our clients. This occurs during:

- initial thoughts about possible engagements
- the process involved in the bidding and contracting for the supply of services
- supplying the service

- the processes involved at the end of providing the service
- any retrospectives that are carried out

Work covered by the SMS

The SMS and the policies and procedures within it apply to the Delivery+ and GovPress business units and supporting internal services as defined in the scope of our ISO20000-1 certification.

Who does this work?

The SMS is managed by the Service management team who are responsible for maintaining it to a level where it accomplishes the goals of dxw and meets or exceeds the requirements of ISO20000-1. All other staff in the Delivery+ and GovPress business units and those in supporting operational roles will implement the SMS where appropriate.

What is the SMS?

The SMS is a collection of definitions, policy, process, review and learning that is applied to activities within the defined scope. The SMS team is responsible for ensuring that the management system is operated successfully, correctly communicated and continuously improved. As part of this process the SMS team will have regular formal meetings with dxw management, to ensure strategic goals and resourcing are correctly provided so that the SMS remains relevant and effective.

Other management systems

dxw operates other management systems, and has these accredited to various ISO standards. The SMS is designed to work alongside and support these, just as they are designed to help support this management system.

These are:

- Information security management system (ISMS, ISO27001)
- Environmental management system (EMS, ISO14001)
- Quality management system (QMS, ISO9001)