

ITSMS Objectives Procedure

Reference: ITSMS DOC 6.2

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Organisation Issue Date:

1. Scope

This procedure defines the process for setting ITSMS objectives and associated requirements, and for ensuring that they are achieved.

2. Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring that ITSMS objectives and targets are established and that programmes for achievement of the objectives are in force.

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3. Procedure

3.1 Top Management will establish objectives for improvement in the overall performance of the ITSMS.

3.2 Objectives shall:

- a) Be consistent with the [Service Management System Policy Statement](#);
- b) Be measurable (if practicable) or capable of performance evaluation;
- c) Take into account:

- 1. The context of the organisation and the applicable requirements of interested parties, as defined in the [Strategic Risk and Opportunity Register](#); and
- 2. The results of risk assessments recorded in the [Risk Assessment Record](#).
- 3. Other applicable requirements

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3.3 The list of significant aspects, targets and objectives will be available, regularly reviewed and updated

"when?"

3.4 These objectives, along with the defined performance measurement and plans/programmes to achieve them, are recorded in the [Objectives Programme Form](#).

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Document owner and approval

The Management System Owner (MSO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the requirements of the ITSMS.

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