

Service Management Policy

Reference: SMS DOC 5.2

DocumentKits Issue No: 1.0

Organisation Issue No:

DocumentKits Issue Date: 18/02/2021

Organisation Issue Date:

The Top Management and management of Organisation Name, located at Organisation Address, which
"operates in sector z / is in the business of y"

, are committed to the establishment, implementation, maintenance and continual improvement of Organisation Name's service management system (SMS).

Within the scope of the SMS, which is recorded in the [Scope Statement](#), Organisation Name is committed to delivering services to its customers that meet the requirements in all respects for performance, reliability, responsiveness, value and cost. Organisation Name will comply with all applicable obligations and other requirements relative to its operations and will set, review and maintain appropriate service management objectives in accordance with the [Plan and Set Up the SMS Process](#).

Organisation Name has documented this policy and will maintain it and update it as appropriate at relevant intervals or upon significant change.

All Employees/Staff of Organisation Name and those working under its control are expected to comply with these policies and with the SMS. Such persons receive training as appropriate.

This policy is communicated within Organisation Name and to all Employees/Staff and, as appropriate, those who perform work on its behalf. It is available to the public and interested parties upon request.

1. Top Management responsibilities

Top Management is committed to the SMS and in particular taking accountability for:

- The effectiveness of the SMS;
- Ensuring that the SMS conforms to the requirements specified in ISO/IEC 20000-1:2018; and

- Delivering services in a coordinated way regardless of which party is involved in performing activities to support the service lifecycle.

Top Management is responsible for:

- Ensuring that the Service Management Policy and objectives are established for the SMS and are compatible with the context, purpose and strategic direction of Organisation Name;
- Ensuring that the Service Management Plan is maintained in order to support the Service Management Policy, achieve the service management objectives and meet applicable requirements;
- Providing a framework for establishing and reviewing service management objectives;
- Assigning and communicating the roles, responsibilities and levels of authority for decision-making relevant to the SMS and the services;
- Ensuring that the performance of the SMS and the services is reported to Top Management and that the SMS and the services achieve their intended results;

<<f-k removed for sample purposes>>

2. SMS Manager responsibilities

"The SMS Manager is not specifically required by ISO 20000-1:2018. However, Organisation Name may wish to define this role. If you do not define such a role then the responsibilities in this section must be assigned to one or more other roles within Organisation Name and should be referenced in the Documentation Responsibilities Manager.

[The Management System Owner (MSO)% is appointed by Top Management and is responsible for ensuring that:

- The SMS complies with ISO/IEC 20000-1:2018;
- All SMS processes and procedures are integrated and support the Service Management Policy and objectives. Where advisable or necessary this is by delegation of authority by Top Management;
- Service requirements are understood, documented and met;
- Obligations such as policies, standards, statutory, legal and regulatory requirements are met;
- When a contract is in place between Organisation Name and another party, the designated individual responsible for managing the contracts and performance of external suppliers ensures the contractual obligations are met;
- Assets used to deliver services are managed to meet the service requirements and the obligations;

<<g-m removed for sample purposes>>

3. Service Management Policy

"These parameters for a Service Management Policy are typical of what a service provider should be able to achieve with a fully implemented and operational SMS. In selecting what to include in a Service Management Policy Organisation Name does so on the basis of the direction required by Top Management. The Service Management Policy is therefore specific to the Organisation Name's

circumstances.

- a. The SMS is effective and fully operational.
 - b. There is a link between the Service Management Policy(s), processes and procedures.
 - c. All processes are implemented.
 - d. Procedures are documented and consistently followed.
 - e. Measures are available on the operation of the SMS.
- <<g-n removed for sample purposes>>

4. General principles

"Organisation Name is aware that:

- Top Management provides direction through policies set out;
- Establishing policies is fundamental to the success of the SMS;
- Policies align to the outcome expected of the SMS when functioning effectively;
- Policies apply to the operation and improvement of the SMS, starting with the initial design and implementation and carrying on through major changes to the SMS and services;
- Policies are supported by objectives and are implemented via the service management plan;
- Policies represent realistic aspirations, even if they will require considerable work to fulfil;
- An overall service management policy can be subdivided into process-specific policies, especially if a specific policy is going through a series of improvements or other major changes;
- <<content removed for sample purposes>>

Document owner and approval

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

The current version of this document is available to

"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) - electronic and physical - where this document is available"

Its approval status can be viewed in the [Master List of Document Approval](#).