



Empowering business to do more

# Node4 Service Management Policy

## Integrated Management System

**Policy**

Public

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Node4 recognises the importance of service management and is committed to operating an effective Service Management System (SMS) to ensure that it provides our customers with the assistance they require to keep their IT solutions running effectively to benefit their business. It is essential that customers day-to-day operations run uninterrupted and are continually supported by our 24/7 ServiceDesk operations.

This policy covers all Node4 offices and Data Centres within the UK and includes employees, visitors, suppliers and partners.

To support this commitment, Node4 will:

- a) ensure that the service management policy and service management objectives are established and are compatible with the strategic direction of the organization;
- b) ensure that the service management plan is created, implemented and maintained in order to support the service management policy, and the achievement of the service management objectives and service requirements;
- c) ensure that appropriate levels of authority are assigned for making decisions related to the SMS and the services;
- d) ensure that what constitutes value for the organization and its customers is determined;
- e) ensure there is control of other parties involved in the service lifecycle;
- f) ensure the integration of the SMS requirements into the organization's business processes;
- g) ensure that the resources needed for the SMS and the services are available;
- h) communicate the importance of effective service management, achieving the service management objectives, delivering value and conforming to the SMS requirements;
- i) ensure that the SMS achieves its intended outcome(s);
- j) direct and support persons to contribute to the effectiveness of the SMS and the services;
- k) promote continual improvement of the SMS and the services;
- l) support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

The Directors accept responsibility for communicating this commitment to service management policy to all employees involved within Node4 and for ensuring that the Service Management Policy is understood, implemented and maintained.



Tom Needs

COO / DPO

08/10/2019