



IT Service Management (ITSM) Policy

[Organization Name] IT Service Management (ITSM) Policy

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1. **Scope:** This IT Service Management Policy applies to all IT services, products, and processes within [Organization Name]. It encompasses all aspects of the organization's IT operations, including design, implementation, delivery, and customer service. The policy is applicable to all employees, contractors, and third-party entities involved in the provision of IT services.
2. **Applicability:** This policy is applicable to all personnel working within [Organization Name], regardless of their role or level within the organization. It extends to all departments, functions, and activities involved in the provision of IT services to customers, in alignment with ISO/IEC 20000-1:2018 standards.
3. **Commitment to ITSMs:** [Organization Name] is committed to delivering IT services that meet or exceed customer expectations and regulatory requirements. This commitment is reflected in the following principles:
 - Ensuring customer satisfaction through the consistent provision of high-quality IT services.
 - Continuously improving IT processes and procedures to enhance service quality and organizational performance.
 - Complying with all relevant legal, regulatory, and ISO/IEC 20000-1:2018 requirements governing IT service management.
 - Fostering a culture of quality, safety, and accountability throughout the organization.
4. **Customer Focus:** [Organization Name] places a strong emphasis on understanding and meeting customer requirements. This includes:
 - Identifying and addressing customer needs and expectations.
 - Communicating effectively with customers to ensure their satisfaction.
 - Monitoring customer feedback and taking appropriate actions to address any issues or concerns.
5. **Continual Improvement:** Continual improvement is a fundamental principle of [Organization Name]'s IT service management system. This involves:



- Regularly reviewing IT processes and procedures to identify opportunities for improvement.
 - Implementing corrective and preventive actions to address nonconformities and prevent recurrence.
 - Encouraging innovation and creativity to drive ongoing enhancements in IT service quality and organizational effectiveness.
6. **Compliance:** [Organization Name] is committed to compliance with all applicable legal, regulatory, and ISO/IEC 20000-1:2018 requirements related to IT service quality and safety. This includes:
- Adhering to relevant industry standards and best practices.
 - Ensuring the security and integrity of IT services throughout their lifecycle.
 - Maintaining accurate and transparent records of compliance activities.
7. **Employee Involvement:** [Organization Name] recognizes the importance of employee involvement in achieving IT service quality objectives. This involves:
- Providing training and development opportunities to enhance employee skills and knowledge, in line with ISO 45001:2018 requirements for occupational health and safety.
 - Encouraging employees to actively participate in IT service quality improvement initiatives.
 - Recognizing and rewarding employee contributions to IT service quality and performance excellence.
8. **Health and Safety Commitment:** In alignment with ISO 45001:2018, [Organization Name] is dedicated to ensuring a safe and healthy work environment for all employees involved in IT service management. This commitment includes:
- Identifying and mitigating health and safety risks associated with IT service activities.
 - Implementing health and safety policies and procedures to protect employees.
 - Promoting a culture of safety and well-being throughout the organization.
9. **Review and Revision:** This IT Service Management Policy will be reviewed periodically to ensure its ongoing relevance and effectiveness. Any necessary revisions will be made in response to changes in the organization's IT operations, customer requirements, or the IT service management landscape.



Acknowledgment: All employees are required to read, understand, and adhere to this IT Service Management Policy. By signing below, employees acknowledge their commitment to upholding the principles and objectives outlined herein.

Date of Policy Approval: [Insert Date]

Signature: [Authorized Signatory]