

Service management system policy statement

CDS will provide an integrated service management system, including policies, processes and procedures, to ensure the effective management and implementation of all Information and Communications Technology (ICT) services to meet the business and customer requirements, within a framework of performance measurement and based on the current version of the ITIL framework.

To ensure that this policy is successfully implemented CDS will:

1. define its objectives and regularly monitor and formally report on their achievement at annual Management Review
2. enable the monitoring and improvement of service quality through the effective application of processes
3. ensure ICT activities are aligned with business needs and objectives
4. ensure that staff are fully aware of their roles and responsibilities and developed to perform their roles effectively
5. ensure compliance with ISO 20000, Information Technology – Service Management

Service Management System objectives

Our Service Management objectives are to:

- improve the utilisation of resources
- provide services that meet business, customer and user needs, including the improve the perception and usability of our services
- improve the quality of project deliverables and timescales
- improve internal customer and user satisfaction
- improve risk management and resilience

We will meet these objectives by:

- adopting when practicable ITIL best practice to enable the effective implementation and management of all ICT services
- establishing the Service Management policy, objectives and plans
- communicating the importance of meeting the service management objectives and the need for continual improvement
- ensuring customer requirements are understood and met
- determining and providing resources to plan, implement, manage, monitor, review and improve the service life-cycle
- managing risks to the service management organisation and services
- managing service level agreements in accordance with our SLA Management Policy
- conducting management reviews at planned intervals, to ensure continuing suitability, adequacy and effectiveness via service improvement programmes when appropriate
- ensuring that services are available and their performance is monitored and reported
- managing change in order to minimise risk to the availability, capacity and continuity of services.



Fergus Bailie
Chief Executive



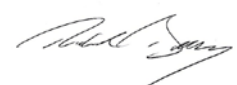
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Mike Collier
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Guy Van Lopik
Commercial
Director



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