

## Comms-care Group Ltd – Service Management Policy

Comms-care:

- Ensures customer requirements are understood and met
- Adopts ISO20000, ITIL, PRINCE 2 and other best practice processes models to enable the effective Management and implementation of all services
- Communicates the importance of meeting the Service Management Policy Objectives and the need for continual improvement
- Has established the Managing Director as the overall service management authority and escalation route and as the person who ensures that service management policy is set in accordance with company strategy. The Managing Director is also responsible for the co-ordination and management of all services, supported by a team of empowered services managers plus trained and capable staff and with the assistance of the Services Director.
- Determines and provides resources, through a formalised capacity management approach, to plan, implement, monitor, review and improve service delivery and service management
- Effectively manages its supply chain through formal selection and performance review processes
- Manages risk to the Service Management process and services
- Considers opportunities that may impact positively Service Management processes and services
- Conducts reviews of Service Management, at planned intervals, to ensure continuing suitability, adequacy, improvement and effectiveness of both service delivery and the management system to drive continued improvement
- Ensures that new services are designed through Comms-care's Service Design function and are in line with the company's existing Service Management policies and objectives
- Is committed to meeting all legislative and regulatory requirements upon it

**Mark Forster**

Managing Director on behalf of the Board of Directors

**Last Reviewed Date:** June 2019