SERVICE MANAGEMENT MANUAL SUMMARY

1. Service Management Objectives

Service management objectives shall be based upon a clear understanding of the business requirements and shall be informed by the annual IT service management review with customers. Service management objectives shall be documented in the Service Management Plan for the relevant financial year, together with details of how they shall be achieved. The service management plan shall be reviewed at an interval advised by the Head of IT, at which time the objectives shall also be reviewed to ensure that they remain valid. Amendments to the service management plan and objectives shall be managed through the change management process.

1.1 Service Improvement

The IT policy regarding service improvement shall be: -

- Continually improve the effectiveness of the Service Management System and Increase the level of proactivity (and the Customer perception of proactivity) regarding the ongoing delivery of IT services
- Achieve an enhanced understanding of relationship with the business units to which IT services are delivered.
- Make the delivery of IT services more measurable in order to provide a sound basis for informed decisions
- Review service level metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data and customer feedback

1.2 Service Requirements

A clear definition of service requirements shall be agreed upon and maintained with the customers of the IT service(s) so that all IT service management activity shall be focused on the fulfillment of those requirements. statutory, regulatory and contractual requirements for service requirements shall be documented and input to the planning process. Service requirements shall be regularly communicated to relevant staff within IT through team meetings and awareness documents. The Head of IT shall ensure that the provision of IT services shall be driven by business needs.

2. Control of Processes Operated by Other Parties

In all cases, the Service Delivery Lead shall retain governance of the relevant processes by demonstrating:

- Accountability for the process
- Control of the definition of an interface to the process
- Performance and compliance monitoring
- Control over process improvements

- Controls of processes operated by other parties shall be evidenced by documents and records such as contracts, OLAs, meeting minutes, and performance reports
- External suppliers shall be managed through the Supplier Management Process and an associated underpinning contract.

2.1 Requirements of interested parties

This section of the document sets out the interested parties that are relevant to the SMS and their requirements. It also summarizes the applicable legal and regulatory requirements to which the organization subscribes.

An interested party is defined as "a person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity".

The following are defined as interested parties that are relevant to the SMS:

* Shareholders, Suppliers, Customers, Regulatory bodies, Contractors, National or local government organizations, Emergency services, Third parties' integration partners,

Applicable legal and regulatory requirements arise from the following:

* Bank of Tanzania, Payment Card Industry, National and international standards e.g., ISO20000

3. Supplier Management

This section seeks to set out the approach that will be taken to the management of third-party suppliers in support of the delivery of IT services to the customer. This will enable Equity to implement a consistent approach to driving value from new and existing contracts through increased supplier performance against the contractual requirements, improving supplier relationships through increased effective and efficient engagement and at the same time, supporting the social issues in supplier management benefits

4. Addressing Information Security Within Supplier Agreements

Contractual agreements shall take into account the classification of any information that is to be processed by the supplier (including any required mapping between The Bank's classifications and those in use within the supplier), legal and regulatory requirements and any additional information security controls that are required.

A Supplier Information Security Agreement template shall be used as a starting point by The IT Department and the Supplier, and Suppliers shall be expected to exercise adequate control over the information security policies and procedures used within sub-contractors who play a part in the supply chain of delivery of goods or services to Equity Bank (Tanzania) Limited.

Remote access by suppliers shall be approved via methods that comply with the information security policies. For cloud service contracts, information security roles and responsibilities shall be clearly defined in areas such as backups, incident management, vulnerability assessment, and cryptographic controls. The information security provisions in place at existing suppliers (where due diligence was not undertaken as part of the initial selection) shall be clearly understood and improved where necessary. The information security requirements and controls shall be formally documented in a contractual agreement which may be part of, or an addendum to, the main commercial contract. Appropriate legal advice shall be obtained to ensure that contractual documentation is valid within the country or countries in which it is to be applied

Basic information security principles such as least privilege, separation of duties, and defense in depth shall be applied. The IT Department's security requirements shall be reflected within the written contractual

agreement entered with suppliers. Access to Equity Bank (Tanzania) Limited information shall be limited where possible according to clear business needs. Awareness training shall be carried out by both parties to the agreement, based on the defined processes and procedures.

In implementing the requirements of the service management manual and plan, we endeavor to continuously improve in our IT service delivery and meet the expectations of internal and external interested parties.

For more information on our IT service management system, please reach us on the contacts below:

1. Information Technology Department it@equitybank.co.tz