



**EQUITY GROUP HOLDINGS PLC**  
**IT SERVICE MANAGEMENT**  
**POLICY**  
**(Abridged Version)**

November 2020

# 1 Introduction

IT service management (ITSM) is the process of designing, delivering, managing, and improving the IT services an organization provides to its end users. ITSM is focused on aligning IT processes and services with business objectives to help an organization grow. This policy covers service management, service request, service availability, service level management, business relationship management, supplier management and reports to the business.

The purpose of this policy document is to set out the expectations and intentions of the management of Equity Group Holdings plc and its subsidiaries ("Equity") in the area of service management. This policy shall inform and shape the processes, procedures, organizational structure and resourcing that are applied in support of effective service management.

## 1.1 Objectives

- To implement structured processes for the improvement of service delivery to IT customers, both internal and external.
- Ensure that service requests are recorded, evaluated, and documented in a controlled and timely manner.
- To create and maintain a useful and effective relationship between the IT Division and its customers.
- To maintain high levels of customer satisfaction for a sustained period of time.

## 1.2 Applicability of Policy

- This policy applies to all persons employed by or under contract with Equity.
- This policy applies to all the services that have been listed in the service catalogue.

## 1.3 Audience

- This policy applies to all persons employed by or under contract with Equity.
- All staff relevant to the service management processes shall remain informed on the contents and all updates that to this policy.

## 2 Scope

This policy shall provide guidelines on the following metrics pertaining to the service management within Equity Group Holding Plc.

- **Conformity and Reporting**
- **Service Requirements**
- **Service Management Objectives**
- **Control of Processes Operated by Other Parties**
- **Service Improvement**
- **Approach to Managing Risk**
- **Human Resources**
- **Auditing and Review**
- **Documentation Structure**
- **Service Reporting**
- **Service Request**
- **Business Relationship Management**
- **Service Level Management**
- **Supplier Management**
  - **Supplier Contract Management**
  - **Addressing Information Security Within Supplier Agreements**

For more information on this policy and Equity Group's IT service management system, please contact us through the channels below:

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