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Service Management Policy
Telent Technology Services Ltd

Telent is a leading technology company and specialist in the design, build, support and management of the UK's critical digital infrastructure. We enable our customers to create, improve and operate the ICT and networks that their businesses and operations depend on. Our customers are many of the UK's and Ireland's best-known organisations, with a strong focus on mission critical communications and technology for transport, emergency services, network providers and the public sector.

Our Commitment

Telent provides high value design, implementation and support services, meeting our customers' expectations and promoting a service management culture of continual improvement.

Procedures and processes are developed and maintained to manage relevant operations in accordance with ISO/IEC 20000-1:2018.

Service Management Objectives

- Maintain effective service management arrangements meeting customer requirements.
- Ensure the integrity and security of delivered solutions and services.
- Ensure those providing relevant services are suitably qualified, trained and experienced.
- Establish effective customer relationships and excellent customer service delivering customer satisfaction.
- Regularly review planned service management arrangements to ensure continued suitability, adequacy and effectiveness.
- Ensure those providing relevant services are fully aware of the importance of their roles and responsibilities.

Governance

Detailed procedures and contract specific instructions are published separately and updated in response to changes in legislation, customer requirements and working practices.

The Chief Executive Officer, supported by the Telent Senior Management Team, has overall responsibility to ensure that this policy is effectively implemented and delivered across the business and the Telent supply chain. This is cascaded to Business Units for deployment and integration into their activities.

We actively communicate this policy and our objectives to all employees and contractors on a regular basis and as a minimum annually. Our performance in meeting the requirements of this policy will be monitored and reviewed at least annually.

Signed by:
Georgia Grimes
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Managing Director – Technology

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