

Service Management Policy

This statement sets out telent's commitment to Service Management.

telent is committed to delivering high value services in the areas of design, implementation and support.

This policy supports telent's values of service, commitment and value.

Commitment

telent is committed to:

- Maintaining effective service management arrangements to deliver customer requirements;
- Maintaining the confidentiality, integrity and accessibility of information held or owned by telent;
- Developing business through effective customer working relationships and excellent customer service;
- Ensuring that all individuals working with telent have the appropriate training to carry out their work;
- Developing a service management culture by ensuring that those providing relevant services are fully aware of the importance of their roles and responsibilities;
- Operating a Management System that delivers this policy and ensures the integrity of delivered solutions and services;
- Monitoring, maintaining and improving performance against agreed objectives and targets and;
- Reviewing our Service Management arrangements at planned intervals to ensure its continued suitability, adequacy and effectiveness.

Implementation

- The Chief Executive Officer with support from the telent Senior Management Team has overall responsibility to ensure that this policy is effectively implemented and delivered throughout the telent business.
- To support this policy, detailed procedures are published separately to manage relevant operations and contracts effectively and updated in response to changes in both legislation and working practices.
- Where required by customer standards and contractual obligations, procedures are developed, managed and maintained as part of structured management system arrangements in accordance with the best practice contained within ISO/IEC 20000-1:2011.
- We actively communicate this policy and our objectives to all employees and contractors, via Managers and Supervisors
- Line Managers must ensure that personnel and those working on behalf of telent providing relevant services are fully aware of how they contribute to the achievement of this policy and the customer's requirements.

Review

As a minimum, this policy and our performance in meeting its requirements will be monitored and reviewed annually by the telent Senior Management Team.

Mark Plato

Chief Executive Officer