

ISO 20000-1: 2018 – SERVICE POLICY



iENGINEERING shall provide support and maintenance services related to software and cloud infrastructure to customers, internal staff and relevant stakeholders within the legal and regularity boundaries set by local and international laws and compliant to ISO 20000-1:2018.

Our ITSM Policy is based on following management principles and behaviors:

- iENGINEERING is committed to fulfil and maintain quality of service requirements for all stakeholders through risk management, SLA monitoring, objectives and communication of importance of ITSM and legal, regularity and statutory requirements.
- Continually improve the effectiveness of the service management system and its services.
- Create awareness and understanding of Service Management System, policy and objectives to relevant stakeholders. Review policy and objectives on annual basis to assess whether they are appropriate with respect to their relevant ISO standards and business objectives.
- Enhance current processes and bring them inline with best practices defined in ISO 20000 standard.
- Make the delivery of IT services and operations more measureable and in compliance with ISO standards in order to provide a sound basis for informed decisions.
- Review process improvement plans and services at regular service meetings in order to priorities and assess timescales and benefits.

This policy has been approved by management and will be reviewed by management review team annually.