

*Sample: Service Management Policy*

*This document is a sample Service Management Policy. Version 1.0 (2014-02-21)*

# *Comments & usage guidance*

* *This sample was created to give an idea of how a Service Management Policy could look. All contents are exemplary, and the sample may not fully reflect all contents and topics required in a given scenario in practice.*
* *For this sample and its contents, the terminology (terms and definitions) according to FitSM-0 applies.*



This file is part of the FitSM series of standards for lightweight service management in federated IT infrastructures. It is intended to form the basis of documentation for those implementing (IT) service management following the FitSM approach or related frameworks. It may be edited to fit the needs of the specific area of application.

For more information on FitSM visit [www.fitsm.eu](http://www.fitsm.eu).

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Service Management Policy

# IT-Business alignment

The provision of IT services shall be aligned to customer and user needs.

* Services shall be delivered to a defined quality, sufficient to satisfy requirements identified from business processes.
* A clear service portfolio shall be developed and maintained as a basis for all service delivery and service management activities.
* For all services, a corporate level SLA and / or specific SLAs, which have been agreed with relevant stakeholders, shall be in place.

# Process approach

To effectively manage all IT services and underlying components, a process-based approach to service management shall be adopted.

* All required processes shall be defined, communicated and improved based on business needs and feedback from people and parties involved.
* All roles and responsibilities for managing services (including roles as part of service management processes) shall be clearly defined.

# Continual improvement

Services and service management processes shall be continually improved.

* Feedback from business stakeholders shall be used to continually improve services and service quality. All proposals for improvements shall be recorded and evaluated.
* Service management shall be improved based on continual monitoring of process performance and effectiveness.

# Training & awareness

Through trainings and awareness measures, it shall be ensured that staff involved in service management activities can perform effectively according to their assigned roles.

# Leadership

Top management is committed to this policy and its implementation. It provides the resources required to implement and improve service management and enhance customer satisfaction with IT services.

# Document control

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