

Service Management System Policy Statement

Reference: ITSMS DOC 5.2

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Organisation Issue Date:

The Board of Directors and Top Management of Organisation Name, located at Organisation Address, which "operates in sector z/is in the business of y"

, are committed to the establishment, implementation, maintenance and continual improvement of Organisation Name's services and service management system.

Within the scope of the service management system:

Organisation Name is committed to continual improvement of service management system performance, use and efficiency and to the improvement of services delivered within scope of the ITSMS and will set, review and maintain appropriate service management objectives and targets in accordance with the [ITSMS Objectives Procedure](#). These objectives are documented in the [Objectives Programme Form](#). A service management team will be formed to ensure the system adheres to requirements.

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All employees of Organisation Name and external parties identified in the service management system are expected to comply with these policies and with the service management system. All staff, and certain external parties, will receive or be required to provide appropriate training.

This policy is maintained and updated as appropriate at relevant intervals or upon significant change in line with the [Management Review Procedure](#) and the [Document Control Procedure](#).

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Document owner and approval

The Management System Owner (MSO) owns this document and is responsible for

ensuring that this procedure is reviewed in line with the requirements of the management system.

The current version of this document is available to

"Specify which members of staff this document is intended for"

and is published

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