SERVICE MANAGEMENT POLICY

OpenSistemas considers the establishment of a Service Management System (SMS), in accordance with the requirements of the **Norma UNE-ISO/IEC 20000-1:2018**, to ensure that the design, transition, provision and improvement of the services allow to meet the requirements of the services guaranteeing compliance with all applicable legal obligations.

Through the SMS, a process approach is established that allows the effective provision of our IT Support Service, whose principles are as follows, and which will support the objectives of service management:

- Understand and meet the service requirements to achieve customer satisfaction.

- Design and provide through the SMS, services that provide value to the client.

- Monitor, measure and review the behavior of the SMS and the services.

- Continuously improve the SMS and services using objective measurements.

- Align the SMS with the corporate objectives, the clients and other interested parties.

- Comply with all applicable legal, regulatory and regulatory requirements.

- Ensure the involvement and monitoring by the Management in the Management of Services.

- Integrate the objectives of the Management of the Services with the mission and objectives of OPENSISTEMAS.

- Train and raise awareness among staff regarding the management of services.

- Inform all employees of their duties, obligations and responsibilities in regard to the management of the service.

- Define and implement the figure of the SMS Responsible for the organization, which is responsible for managing the system and ensure the development, maintenance and improvement of it.

- Improve the SMS continuously and therefore, the management of services.

The present policy is known and subscribed by all OPENSISTEMAS personnel contemplated in the scope, according to the requirements of the management.

This policy will be reviewed with a maximum annual frequency, and its changes must be approved by the organization's management.

General Management

Madrid, 13 de Mayo de 2021