

SERVICE MANAGEMENT POLICY

OpenSistemas Management considers the establishment of a Service Management System (SMS) in accordance with the requirements of the UNE-ISO/IEC 20000-1:2018 standard. This ensures that the design, transition, provision, and improvement of services enable compliance with service requirements and, of course, guarantee compliance with all applicable legal obligations.

Through the SMS, a process-oriented approach is established to enable the effective provision of its IT Support Service. The guiding principles of this approach, which will support service management objectives, are as follows:

- Understand and fulfill service requirements to achieve customer satisfaction.
- Design and provide services through the SMS that add value to the customer.
- Monitor, measure, and review the performance of the SMS and services.
- Continuously improve the SMS and services using objective measurements.
- Align the SMS with corporate objectives, customer objectives, and other stakeholders.
- Comply with all applicable legal, regulatory, and statutory requirements.
- Ensure the involvement and oversight of Management in Service Management.
- Integrate Service Management objectives with the mission and goals of OPENSISTEMAS.
- Train and raise awareness among staff regarding service management.
- Inform all employees of their roles, obligations, and responsibilities regarding service management.
- Define and implement the role of the organization's SMS Manager, responsible for managing the system and ensuring its development, maintenance, and improvement.
- Continuously improve the SMS and, consequently, service management.

This policy is known and subscribed to by all OPENSISTEMAS personnel within the scope outlined, in accordance with management requirements. The policy will be reviewed at least annually, and any changes must be approved by the organization's management.

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