

# ITSM Policy

## Scope

All the business processes and information systems associated with and applies to Design, Transitions, improvement of the provisioning of Infrastructure Cloud and other Technical Services to its contracted users within technical and organizational boundaries of Techwave from its' premises located at Hyderabad. This is in accordance with the latest version of Techwave's service catalogue and the latest statement of applicability document.

## Policy

Techwave is committed to provide IT Service Management by meeting the requirements of the **ISO 20000-1:2018** standard for the activities of internal & external IT services, to ensure that these services are reliable, consistent, continually improved, of quality, available at affordable cost, comply with laws & regulations, and remain aligned with business objectives.

Services are aligned with the business objectives of the customer.

Changes to processes or procedures are only made through the change management process.

Roles and responsibilities for the service management processes are defined and documented in a consistent manner and personnel performance is measured against achievement of their responsibilities.

## Objectives

- Align the global service delivery model to ITSMS standards.
- Enable increased business adaptability to diversified functional models through process governance.
- Increase our capability for consistency and faster delivery of new or changed services.
- Reduce unplanned non-availability for critical business services.
- Increase the quality of services through complete risk management.
- All Incidents and Problems related services shall be managed and supported per ITSMS standards.
- All changes (Operational and or Organizational) are to be adhered to the Client's Organizational goals.
- There shall be optimum capacity of resources to effectively manage the business needs.
- Establish strong governance model to manage the ITSMS implementation and adaptability.
- Process training for all staff be assessed, and adequate training shall be provided as needed.

This policy will be reviewed annually by ITSM Head as appointed by top management and where deemed necessary will be amended and re-issued.

Previous versions of this policy will be archived. This policy is available to relevant interested parties, upon reasonable request.

Damodar Rao Gummadapu  
Chairman

Review date: 12<sup>th</sup> May 2023 Rev 08 Issue 08