

BABEL Sistemas de Información
Calle Príncipe de Vergara 108, 28006 Madrid
Tlf.: +34 917452370 Fax.: +34 917452371
<http://babel.es>



Service Management Policy

SGS. Public use

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1 Change control

		Author	changes	CCASI	
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1	02/2014	Fernando López	Documento Original	02/2014	02/2014
2	07/2016	Elena Guillán	Matización del rol responsable SGS (coincidente con responsable de QA)	08/2016	08/2016
3	02/2020	Alexandra López-Cortijo	Cambios iso versión 2018 y cambio nombre del centro	02/2020	02/2020

2 BABEL Service Management Policy

BABEL's management, within the strategy defined for the development of the business, will consider the correct management of the services to be a fundamental aspect to guarantee the achievement of the defined objectives.

Therefore, it undertakes to ensure the proper management of the services provided by the organization, in order to offer all its stakeholders the greatest guarantees regarding the quality of these services.

The objectives of this service management policy are:

- To ensure that the services have been aligned with the needs of its clients and users.
- To improve communication between the staff involved in the provision of services and the clients and users of these services.
- To increase the effectiveness and efficiency of the internal processes of service delivery.
- To offer customers and users higher quality services, while increasing their satisfaction with those services.

In order to develop this policy, BABEL's management has undertaken to plan, establish, implement, operate, supervise, review, maintain and improve a service management system (SGS) based on the UNE-ISO/IEC 20000-1:2018 standard, which adequately covers all the requirements needed to ensure that the services, as set out in the scope, offer the quality levels required by their recipients and are managed in accordance with the requirements set out in that standard. This commitment translates into the following principles:

- Appoint a person in charge of the SGS to manage the system and ensure the development, maintenance and improvement of the system (by default, the same as Quality and Processes or the person you delegate).
- To carry out an analysis of the existing needs regarding the provision of services and to develop the necessary services to offer an adequate response to these needs.
- Comply with all applicable legal, normative and regulatory requirements.
- To develop a complete management structure that regulates the conditions in which the organization, within the established scope, must develop its activity to respect the established requirements.
- To allocate the necessary resources and means to develop the services with the quality standards required by their recipients, maintaining an appropriate balance between cost and benefit.
- To establish a continuous training and awareness plan in the field of management and service provision, which helps all the staff involved to know and comply with the defined management activities and to participate actively in the management of the services.
- To develop all the necessary measures to guarantee that the quality levels offered by the services are maintained over time, adequately managing any incidents that may occur in relation to them.
- To periodically establish a set of objectives and indicators in the area of service management, which will allow Management to carry out adequate monitoring of

both the levels of service offered and the management activities carried out around them.

- To establish a methodology for the review, audit and continuous improvement of the system following a PDCA cycle that guarantees the continuous maintenance of the desired quality levels.
- To establish a process of periodic measurement of the satisfaction of the client, allowing to identify actions of improvement that allow to increase the level of satisfaction.

In order to ensure that these principles are properly articulated, BABEL has established a series of guidelines for the management of the services developed by the organization. These guidelines are:

- All personnel involved in the provision of services must measure, review and continuously improve the characteristics of the services provided to users. Default service levels will be established for each of the services provided by the organization, and the appropriate mechanisms will be enabled so that specific service levels can be agreed with each client if desired. These service level agreements shall be formally documented and shall specify the levels to be met for each of the characteristics of the service. All staff shall ensure that the services provided comply with such service level agreements.
- All services provided shall be adequately monitored so that the organisation is able to provide the clients of each service with all necessary information to track all relevant service features.
- All personnel shall participate in the identification of the requirements of availability and continuity of the services provided by the organization. These requirements will be adequately implemented, and periodically the availability of the services and the infrastructure that supports them will be planned, measured and monitored, in order to verify that the requirements are met and progressively improved. In addition, continuity tests will be carried out and action plans will be developed to correct any deviations from the desired results.
- All the services provided by the organization will be properly budgeted, considering both direct and indirect costs, and including in those budgets the initial costs and those derived from the periodic maintenance of the assets associated to each service. These budgets will be compared with the results of the associated accounting, in order to keep an adequate follow-up of the real costs and to have the necessary information to co-regulate and improve the control of the costs of the services.
- All staff involved in the provision of services will ensure that the services offered meet the service demands of their respective users. Analysis and measurement will be carried out to ensure that both current and future capacity needs are adequately met, ensuring that customer capacity demands are met as efficiently as possible.
- Regular meetings will be held with the clients of the services provided (if desired) by the organization to identify their needs, monitor the level of satisfaction with the services provided and identify any changes or requests for improvement of the services offered. Appropriate measures will also be taken to manage any complaints that customers may have regarding the services provided.

- Service level agreements will be established with subcontractors and suppliers involved in the provision of services, to ensure that the service levels they provide meet the service levels that the organization has signed up to with its customers. The service levels received will be followed up and monitored to identify and correct any type of deviation that may affect the services offered to customers.
- All persons in the organization involved in the provision of services will participate in the management of incidents related to the services provided, in order to restore as quickly as possible the normal levels of service operation and minimize the adverse impacts of such incidents on the organization, ensuring that the levels of quality and availability agreed in the service level agreements are maintained.
- All problems identified, both as a result of preventive identification activities and those escalated from an incident, will be adequately analysed until the underlying cause of the error is identified, and the necessary actions to correct or mitigate its effects will be established.
- All the personnel involved in the management of services shall record, maintain and carry out an adequate follow-up of the configuration elements at their charge and their characteristics. To this end, the following principles are established:
 - To provide all the necessary information to register the significant characteristics of the configuration elements.
 - To provide all the essential information for the rest of the service management processes (financial management, incidents, problems, changes, versions, etc.).
 - To periodically verify that the configuration records are kept up to date, and to correct any maladjustments that may be generated.
- All changes that occur in relation to any aspect of the services provided by the organization must have been initiated by a formal change proposal and authorized according to a regulated procedure. All changes will be formally reviewed and validated in accordance with this procedure.
- New services and modifications to existing services with the potential to have a major impact on the services or the customer shall be managed according to a documented process that ensures planning, design, change and delivery at the agreed costs and quality.
- All personnel involved in the provision of services shall ensure that new versions of configuration items are put into production in accordance with established procedures. These procedures shall ensure that only after a formal planning, design, development, configuration and testing process is the new version put into production, thus guaranteeing that it is a stable version.

This policy is known to and signed by all BABEL personnel contemplated in the scope, in accordance with the requirements of the Management.

This policy shall be reviewed on a maximum annual basis, and any changes shall be approved by the organization's management.