

# Service Management Policy

## Top things to takeaway



### **ISO 20000-1 aligned SMS**

Structured framework for managing and improving services.



### **Client-focused service delivery**

Meets requirements, expectations, and contractual obligations.



### **SLA-driven performance**

Monitored through reviews and performance boards.



### **Risk-based service management**

Risks identified, assessed, and actively managed.



### **Continual service improvement**

Objectives reviewed and improvements implemented.



### **Defined roles and governance**

Clear accountability, leadership and RACI structure.

## Proprietary Notice

Information contained in the document is accurate to the best of Node4's knowledge at the time of publication and is required to be treated as confidential at all times. Information presented herein may not be used, copied, disclosed, reproduced, or transferred to any other document by the recipient, in whole or in part, without the prior written authorisation from a Node4 authorised representative.

## Version control and ownership

**Policy owner:** Andy Bostock

Version no	Date	What changed	Changed by	Approver
1.0	09/07/2024	Approved version	Eddie Adams	Ian Thoma
1.1	12/03/2025	Rebrand	Eddie Adams	Ian Thoma
1.2	09/04/2025	Added Stafford into scope	Eddie Adams	n/a
1.3	22/05/2026	Rebrand	Eddie Adams	n/a

## What is this policy for?

This policy sets out Node4's principles, commitments and approach to managing and delivering IT managed services through a Service Management System aligned to ISO 20000-1. It explains how services are planned, delivered, monitored and continually improved to meet client requirements, achieve service objectives and contractual SLAs, manage service-related risks, and comply with applicable legal, regulatory and contractual requirements.

## Who is this policy for?

This policy applies to all Node4 employees, contractors and third-party suppliers involved in the management and delivery of IT managed services within the scope of the Service Management System, including relevant operational, platform, ITSM, security operations and service delivery teams. It is also relevant to senior leaders with governance responsibilities and to clients and other interested parties who need visibility of Node4's service management approach.

# Contents

<b>Top things to takeaway</b>	<b>1</b>
Proprietary Notice	2
<b>Version control and ownership</b>	<b>2</b>
<b>What is this policy for?</b>	<b>2</b>
<b>Who is this policy for?</b>	<b>2</b>
<b>Contents</b>	<b>3</b>
<b>Objectives</b>	<b>4</b>
<b>Scope</b>	<b>4</b>
<b>Leadership Commitment</b>	<b>4</b>
<b>Service Management System</b>	<b>5</b>
Service Planning and Delivery	5
Service Level Management	6
Performance Management	6
Risk Management	6
Continual Improvement	6
Compliance	6
<b>Roles and Responsibilities</b>	<b>6</b>
<b>Training &amp; Communication</b>	<b>7</b>
<b>Related Documents</b>	<b>7</b>

# Objectives

Node4 are committed to delivering managed services that provide value to our clients.

Node4 has objectives in place for the SMS relating to the below:

- Client NPS
- Positive CSAT
- Client Retention
- Contractual SLAs Achievement

Node4 Managed Service Senior Leadership Team (SLT) define a plan to achieve the above objectives annually, which details:

- What will be done;
- What resources will be required;
- Who will be responsible;
- When it will be completed;
- How the results will be evaluated.

Progression against the objective plan and performance to our objectives are reviewed at the monthly management reviews.

# Scope

The scope of Node4's SMS certification is:

- The service management system (ITSMS) of Node4 that delivers IT Managed Services for public and private cloud solutions from its offices and data centres in Derby, Wakefield, Northampton and Stafford. Our ITSMS covers our Operations, Platform, ITSM, Security Operations Centre and Service Delivery functions.

# Leadership Commitment

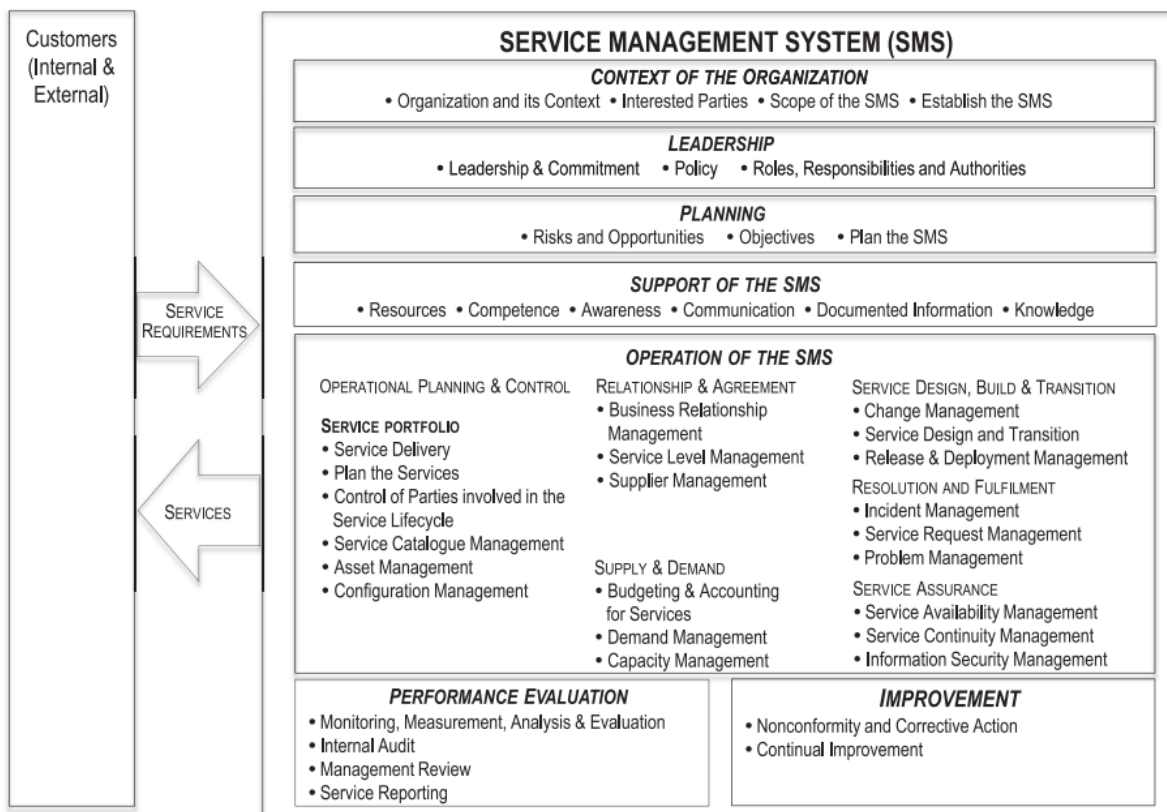
The Node4 Managed Services SLT make the following commitments:

- Ensuring that the service management policy and service management objectives are established and are compatible with the strategic direction of the organization;
- Ensuring that the service management plan is created, implemented and maintained in order to support the service management policy, and the achievement of the service management objectives and service requirements;
- Ensuring that appropriate levels of authority are assigned for making decisions related to the SMS and the services;
- Ensuring that what constitutes value for the organization and our clients is determined;
- Ensuring there is control of other parties involved in the service lifecycle;
- Ensuring the integration of the SMS requirements into the organization's business processes;
- Ensuring that the resources needed for the SMS and the services are available;

- Communicating the importance of effective service management, achieving the service management objectives, delivering value and conforming to the SMS requirements;
- Ensuring that the SMS achieves its intended outcome(s);
- Directing and supporting persons to contribute to the effectiveness of the SMS and the services;
- Promoting continual improvement of the SMS and the services;
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

## Service Management System

Node4 establish, implement, maintain, and continually improve a Service Management System (SMS) in accordance with the requirements of ISO 20000-1. The below figure represents the elements of Node4’s SMS.



### Service Planning and Delivery

Requirements are determined for our IT managed services, and we design, transition, deliver, and improve our services to meet these requirements.

We plan and deliver IT services based on a clear understanding of our clients’ needs and expectations, and we will regularly review and improve our services based on client feedback and performance metrics.

## Service Level Management

Service Level Agreements (SLAs) are established for our IT managed services, and we monitor and review the performance of our services against these SLAs with our clients via service reviews.

## Performance Management

We hold Daily Service Reviews to ensure focus on meeting SLAs and CSAT and have a monthly Operational Performance Board to review performance and drive improvements.

## Risk Management

Risks associated with the management and delivery of our IT managed services are identified and assessed, and we take appropriate actions to manage these risks.

## Continual Improvement

Node4 is committed to the continual improvement of our SMS and IT managed services. This includes setting and reviewing objectives for service management, and taking actions to achieve these objectives.

## Compliance

Node4 comply with all applicable legal, regulatory, and contractual requirements related to our IT managed services. Details of Node4’s requirements applicable requirements are included in our Service Management Plan.

## Roles and Responsibilities

This section identifies who is responsible for implementing, enforcing, and monitoring the policy, using the RACI matrix.

Task	COO	MS SLT	MS Team	Clients
Who is responsible for complying with this policy	R	R	R	
Who is accountable for compliance to this policy	A			
Who needs to be consulted on this policy	C	C		
Who needs to be informed of this policy		I	I	I

## Training & Communication

This Service Management Policy is available on the N4 Hub based on SharePoint, stored under the Managed Services site.

This Service Management Policy is also published on our website for access by relevant interested parties such as our clients.

## Related Documents

The following documents are related to this policy:

- N4 – Service Management Plan
- N4 – SMS Objective Plan