Service Management Policy

Version	Status	Date	Author	Reviewer	Changes
0.1	Draft	06/03/2024	Eddie Adams	Ian Thomas	Initial draft
1.0	Approved	09/07/2024	Eddie Adams	Ian Thomas	Approved version
1.1	Approved	12/03/2025	Eddie Adams	Ian Thomas	Rebrand

Contents

Purpose

At Node4, we provide organisations with a comprehensive suite of IT solutions and managed services, from basic maintenance and monitoring to more complex tasks such as network security and cloud migration.

The purpose of this Service Management Policy is to establish the principles and commitments of Node4 for managing and delivering IT managed services in accordance with ISO 20000-1 Service Management System (SMS) requirements.

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

This policy applies to all IT managed services provided by Node4, and all employees, contractors, and third-party suppliers involved in the delivery of these services.

ISO 20000-1 Certification

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 and Northampton. Our ITSMS covers our Operations, Platform, ITSM, Security Operations Centre and Service Delivery functions.
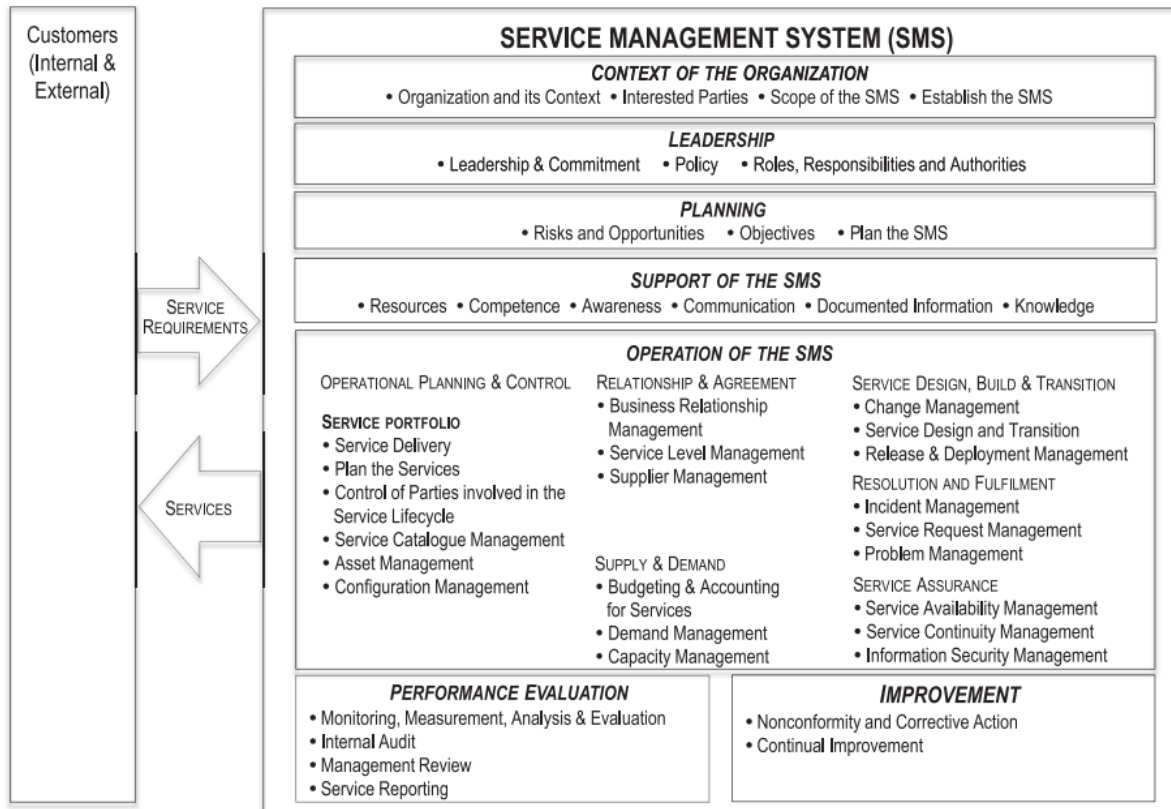
Leadership Commitment

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.

Customers (Internal & External)

SERVICE REQUIREMENTS →

← SERVICES

SERVICE MANAGEMENT SYSTEM (SMS)

CONTEXT OF THE ORGANIZATION
• Organization and its Context • Interested Parties • Scope of the SMS • Establish the SMS

LEADERSHIP
• Leadership & Commitment • Policy • Roles, Responsibilities and Authorities

PLANNING
• Risks and Opportunities • Objectives • Plan the SMS

SUPPORT OF THE SMS
• Resources • Competence • Awareness • Communication • Documented Information • Knowledge

OPERATION OF THE SMS

OPERATIONAL PLANNING & CONTROL

SERVICE PORTFOLIO
• Service Delivery
• Plan the Services
• Control of Parties involved in the Service Lifecycle
• Service Catalogue Management
• Asset Management
• Configuration Management

RELATIONSHIP & AGREEMENT
• Business Relationship Management
• Service Level Management
• Supplier Management

SUPPLY & DEMAND
• Budgeting & Accounting for Services
• Demand Management
• Capacity Management

SERVICE DESIGN, BUILD & TRANSITION
• Change Management
• Service Design and Transition
• Release & Deployment Management

RESOLUTION AND FULFILMENT
• Incident Management
• Service Request Management
• Problem Management

SERVICE ASSURANCE
• Service Availability Management
• Service Continuity Management
• Information Security Management

PERFORMANCE EVALUATION
• Monitoring, Measurement, Analysis & Evaluation
• Internal Audit
• Management Review
• Service Reporting

IMPROVEMENT
• Nonconformity and Corrective Action
• Continual Improvement

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 appliable 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 made available to employees via the following mechanism:
- Onboarding checklist to ensure that all new starters into the Managed Services team read and understand this policy
- 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