

## **Excerpt from IT/ICT Service Management System POLICY**

The scope of this policy is to define general guidelines and principles of the IT/ICT Service Management System (hereinafter: ITSMS), established according to requirements of the current version of the ISO 20000-1 standard, in order to ensure the following in Telekom Srbija:

- continuous provision of IT/ICT services (hereinafter: services) in accordance with user requirements and applicable laws, standards and regulations
- increased customer satisfaction through constant service improvement
- business continuity and
- a framework for establishing and reviewing the ITSMS objectives.

The ITSMS policy applies to all business processes of Telekom Srbija related to the management of IT/ICT services.

Basic policy principles:

- The focus of ITSMS is on the value generated by services and their continuous improvement.
- IT services should meet the business needs of Telekom Srbija, ensure the satisfaction of service users, trust of business partners and meet the expectations of other stakeholders.
- The ITSMS manages the entire service lifecycle.
- Activities in ITSMS shall be carried out within the framework of unified business processes established in ITSMS.
- All required service data are in the Service Catalog and other relevant records.
- All configuration elements required for the provision of services, with their requisite attributes and interconnections, are recorded in an integral database. This database is one of the fundamentals for service management.
- ITSMS uses resources that meet the requirements of standards and best world practice and whose performance is continuously improving.
- Reliable suppliers of resources and services required for the service operation are selected in order to ensure continuity and appropriate level of service provision.
- Every service change is implemented through a formal change management process for that service, on which occasion the risk and impact of that change on other services are assessed.
- New or changed services are planned, designed and developed in a timely manner, based on clearly defined service requirements.
- Services are commissioned after being verified, tested and approved for use.
- For the provision of services, the appropriate levels of service provision are defined. Service levels shall be communicated to service users and relevant stakeholders.
- The continuity and availability of services is planned, implemented, monitored and tested. Any service unavailability shall be responded to in accordance with the prescribed procedures.
- Service maintenance and performance measurement of the resources used to implement these services shall be ensured.
- Information and services are protected in a risk-proportional manner, through the effective implementation of appropriate organizational and technical protection measures, in accordance with the available resources and strategy of Telekom Srbija.
- Good internal and external communication is established and maintained in the ITSMS.
- The ITSMS regulations shall be documented and made available to all stakeholders responsible for their implementation.
- The established ITSMS is compliant with legal, regulatory and contractual requirements, as well as stakeholders' expectations.
- The IT/ICT service management system is an integral part of the Integrated Management System established in Telekom Srbija and it is regularly reconciled with requirements of the current version of the ISO 20000-1 standard.