

ISO/IEC 20000 - IT Service Management Systems Certification (ITSM) Policy

Interswitch Limited's top management is committed to the delivery of quality IT services and will be demonstrated through the Service Management Policy and the Provision of adequate resources to provide and develop services.

Top management will also ensure that a systematic review of performance of the programme is conducted on a regular basis to ensure the quality objectives are being met and quality issues are identified through the audit programme and management processes.

- Continually improve the effectiveness of the Service Management System and services
- Enhance current processes to bring them into line with good practice as defined within ISO/IEC 20000 and ITIL
- Achieve ISO/IEC 20000 certification and maintain it on an on-going basis
- Increase the level of proactivity (and the Customer perception of proactivity) regarding the on-going delivery of IT services
- Achieve an enhanced understanding of and relationship with the customers to which IT services are delivered
- Make the delivery of IT services more measurable to provide a sound basis for informed decisions
- Review service level metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data and customer feedback
- Obtain ideas for improvement via regular service meetings with Customers and document them in a *Service Improvement Plan*
- Review the *Service Improvement Plan* at regular management meetings to prioritize and assess timescales and benefits
- providing ongoing communication and updates to our customers and interested parties regarding the status of their call if it cannot be resolved immediately.

Mitchell Elegbe
Group Managing Director

19th April 2024
Date

ISO/IEC 20000 - IT Service Management Systems Certification (ITSM) Objectives

Interswitch Limited-Service Management objectives are measurable, consider applicable requirements and consistent with the Service Management Policy. These objectives are established at functional levels within the organization as relevant to the provision of service to customers.

The objectives are listed below:

- To reduce the number of recurring major (P1) incidents that cause disruption to critical services by 70% on an annual basis.
- Achieve 100% (6 sigma) annual compliance to all applicable legal and statutory requirements within the Service Management Systems.
- Achieve a minimum of 85% (2.5 sigma) customer satisfaction rating quarterly on all critical services delivered.
- Improve staff skill up to 80% (2.3 sigma) by providing awareness, trainings, and other means of gaining requisite skill on an annual basis.
- Ensure at least 95% (3.1 sigma) resolution within SLA for Service Requests monthly.
- Ensure at least 75% (2.1 sigma) resolution within SLA for Incidents monthly.

These objectives are monitored and communicated to all concerned parties and staff of the organization. The objectives are cascaded through the group heads to individual staff in form of balanced scorecards to ensure adequate measurement.

Mitchell Elegbe
Group Managing Director

19th April 2024

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