

SERVICE MANAGEMENT POLICY

The aim of **AIGO BS Ltd. Belgrade** is to attain and keep the market leader position in the field of information technology services. The key factor in achieving a leadership position in the domain of information technology services is the selfless commitment of top management and other employees in the effective and efficient management of services delivered to all clients, both on the premises and at clients' locations.

In order to ensure a high level of service management performance, the company has established, maintained and strived to continuously improve the implementation of the international ISO/IEC 20001-1:2011 standard. By applying the implemented service management system, the company has at its disposal a business system that is focused on the needs of the users of services in the field of information technology and is able to thoroughly analyze, monitor and fully provide responses to all users' demands.

The original principles of the Service Management Policy, which the top management in cooperation with all employees are bound to adhere to in order to attain continuous improvement of service management in the field of information technology are:

- ❖ meeting the satisfaction of users and other stakeholders;
- ❖ the company employees' everlasting commitment to users' needs;
- ❖ appropriate management of service costs;
- ❖ regular monitoring and measurement of the quality of delivered services in relation to service level agreements (SLAs)
- ❖ planning and managing all process changes;
- ❖ identifying new possibilities to improve and upgrade business processes through assessment and review;
- ❖ the establishment of principles and procedures for emergency management and responding to emergency situations;
- ❖ continuous training and education of employees;
- ❖ continuous alignment with regulations, laws, contractual obligations and stakeholders' expectations;

In order to implement the formulated Service Management Policy, we expect full support from all employees.

In Belgrade, 05.02.2020.



Director

