

1.0 PURPOSE

The purpose of this policy is to establish a framework for the implementation and continuous improvement of the Service Management System (SMS) at Metinvest Digital. The policy ensures that all IT services are delivered in a manner that aligns with business objectives and customer expectations.

2.0 SCOPE

The scope of this Service Management Policy applies to all IT services provided by Metinvest Digital, including the processes, personnel, and infrastructure involved in the management and delivery of these services:

Digital transformation of business,

Development, implementation,

System integration and support of complex IT solutions for the implementation of on-premise and cloud infrastructure, information systems, big data management, industrial automation, cybersecurity and information protection.

3.0 RESPONSIBILITY

All personnel and contractors, business partners and contractor employees working within the scope of Metinvest Digital SMS are responsible for the implementation of this policy.

Top Management:

Provides leadership and ensures that adequate resources are available for implementing and maintaining the SMS. Reviews and approves the SMS and its objectives.

Service Management Team: Responsible for day-to-day management of IT services, including planning, implementing, and improving service management processes.

Service Owners: Accountable for the overall management and quality of their respective services.

All Staff: Required to follow SMS procedures and policies to ensure compliance with service management requirements.

Service Management System Policy

Metinvest Digital implements the following key processes as part of the SMS:

- Service Level Management: Ensures that services are delivered to agreed-upon service levels.
- Incident Management: Handles service disruptions to restore normal service operations as quickly as possible.
- Problem Management: Identifies the root cause of incidents and prevents their recurrence.
- Change Management: Ensures that all changes to IT services are managed efficiently and effectively.
- Capacity Management: Ensures that the capacity of IT services matches the demands of the business.
- Information Security Management: Ensures the confidentiality, integrity, and availability of information assets.

The objectives of the Service Management System (SMS) include:

- Achieving and maintaining compliance with the ISO/IEC 20000 standard.
- Improving customer satisfaction by delivering services that meet their requirements.
- Ensuring that service availability, capacity, continuity, and security are maintained to the agreed levels.
- Continuously improving the effectiveness of service delivery through regular monitoring, measurement, and process improvement.
- Ensuring the protection of customer information and IT assets through effective risk management and security controls.

Review

This policy is reviewed once a year by CEO.

Management Support

As part of our commitment to delivering high-quality IT services and ensuring continual improvement, Metinvest Digital, hereby declares full support for the establishment, implementation, maintenance, and continual improvement of the Service Management System (SMS) in accordance with ISO/IEC 20000 standards.

We, the management of Metinvest Digital, recognize the importance of the SMS in achieving the following objectives:

- Ensuring that all IT services meet the needs and expectations of our customers.
- Enhancing service performance through effective processes for service delivery, incident management, and continuous improvement.
- Ensuring compliance with all applicable legal, regulatory, and contractual requirements related to IT services.
- Managing risks associated with IT service provision to safeguard business continuity and security.

To demonstrate our commitment, we pledge to:

- Allocate the necessary resources, including financial, human, and technological, to support the effective implementation and operation of the SMS.
- Ensure that all relevant personnel are aware of their roles and responsibilities in the SMS and are provided with the required training and support.
- Foster a culture of continuous improvement by regularly reviewing the performance of the SMS and making adjustments as necessary to meet our service management objectives.
- Provide leadership and oversight to ensure the successful implementation of the SMS and its alignment with the strategic goals of the organization.

By supporting the SMS, we aim to deliver consistent, reliable, and customer-focused IT services that contribute to the overall success of Metinvest Digital.

This declaration affirms our commitment to the principles and practices of service management and our ongoing effort to maintain ISO/IEC 20000 certification.

This declaration serves as a formal commitment from the organization's leadership to support the SMS and achieve ISO 20000 certification. It can be included in your service management documentation or displayed as part of your organization's communication regarding its commitment to service excellence.

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CEO



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