AIMS Service Management Policy

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Version History

Date	Version	Issued By	Changes
29/09/2020	1.0	Security Compliance	Initial – Rewrite to integrate with AIMS
02/09/2022	1.0a	Security Compliance	Reviewed, updated head office address

Effective and Expiry

Document Effective Date	Document Expiry Date
15/06/2020	Effective date of superseding policy

Document Publication

Filename	Location of Current Version	Minimum Retention
AIMS – Service Policy	Advanced Hub – Security Policies	Default

References

Number	Document	Location
1	AIMS Policy and Framework	Advanced Hub – Security & Compliance - AIMS
2	AIMS Risk Management Policy	Advanced Hub - Security & Compliance - Policies
3	Advanced Code of Conduct	Advanced Hub – Security & Compliance - Policies
4	AIMS Document Management Policy	Advanced Hub – Security & Compliance - Policies
5	AIMS Commissioning and Decommissioning Policy	Advanced Hub - Security & Compliance - Policies
6	AIMS Staff Security Manual	Advanced Hub - Security & Compliance - Policies
7	AIMS Quality Management Standard	Advanced Hub - Security & Compliance - Policies
8	AIMS Information Classification and Handling Standard	Advanced Hub - Security & Compliance - Policies

Contents

1 Purpose & Scope

1.1 Purpose

Advanced Computer Software Group is committed to being a world class provider of software and technology solutions, via its specialist sector knowledge, that deliver quantifiable business benefit for our customers.

Advanced has made a public statement on its commitment to Service Delivery (Advanced Code of Conduct [3]), and has identified that operational service management is a key requirement in its ability to meet strategic business objectives. These objectives are defined in the AIMS Policy and Framework [1].

Advanced is committed to the integration and operation of a Service Management System (SMS) as part of its wider Management System (AIMS).

The Service Management Policy (this document) defines the policy by which this SMS will operate as part of AIMS.

1.2 Scope

As part of the Advanced Integrated Management System (AIMS) this policy is applicable to the divisions, operational sectors, personnel and locations identified as being within the scope of the AIMS Policy and Framework [1].

2 Service Policy Management

2.1 Services in Scope of the Service Management System

As part of AIMS, the list of services provided by Advanced Computer Software Group are listed in section 3.3 of the AIMS Policy and Framework [1]. Each operational division operates and maintains their services list to an appropriate level of accuracy.

2.2 Policy Objectives

As part of AIMS, the objectives of this policy are defined as part of the AIMS Management Review, to ensure that service-related risks and opportunities are managed, and that evidence of this management is reported to the senior management.

The Service Policy Objectives are:

- To ensure that operational processes are implemented, and operated in a consistent and repeatable manner
- To ensure that deficiencies in operational processes are identified and remedied
- To ensure that improvements in operational processes are identified, reviewed and implemented where appropriate
- To ensure that process failures can be identified and investigated for preventative actions
- To ensure that processes meet their operational requirements and objectives, and that this can be measured and evidenced.

2.3 Policy Enforcement, Audit and Review

In accordance with the AIMS Policy and Framework [1]

- Adherence to Advanced Policy is mandatory unless approved as part of policy exception management.
- Exceptions and evidence of adherence to, or breaches of, policy are formally managed, recorded, reported and reviewed.
- Reviews of this policy are formally undertaken and recorded.

2.4 Organisation of Service Management (and Roles and Responsibilities)

Role	Service Management Responsibility
Managing Directors	To review the strategic and tactical business objectives and to provide Service Management objectives and targets to the business To ensure that Service Objectives include the requirements of stakeholders, and the scope of AIMS To disseminate Service Objectives and targets within operational objectives to their relevant divisions To review Service Measurements and address identified Service issues within their business area To review recommendations, suggestions, and/or complaints to help identify and remedy deficiencies in Service To instigate or approve changes to operational processes and practices identified as part of, or required by Service Management
Directors	To ensure that operational Service objectives from the ISG are translated into process and function-specific Service objectives To disseminate Service objectives to process owners, and collate evidence of Service objectives being satisfied
Process Owners	To ensure that processes are documented, published and reviewed To ensure that processes are measureable and meet their Service objectives To engage with process consumers, and suppliers, to obtain feedback, suggestions, complaints or other methods for the identification of improvements. To investigate any root causes of process failure and identify and implement resulting improvements To provide Service reports to Managing Directors for review in the ISG
Operational Teams	To operate processes and procedures in accordance with documentation To suggest improvements to operational processes to process owners, for review
Security & Compliance	To provide independent audit and assurance of BAU Service Management and to provide compliance reports to the ISG, including the assessment of process maturity (CMMI)

2.5 Service Measurement and Reporting

The measurement of Service within the business will vary from process to process, but shall include:

- Measurement of operational processes ability to meet operational requirements (e.g. SLA, or OLA)
- Measurement of and changes to Time, Cost, or Delivery based Key Performance Indicators (KPI)
- Measurement of customer satisfaction/perception ratings
- Process consumer complaints, and complaints handling statistics
- Measurement and improvements of process maturity and scope

2.6 Service Objectives

All Services must:

- Have an identified owner
- Have defined SLA's, OLA's and KPI's
- Record and maintain a list of resources required to delivery and maintain the service
- Have measurable deliverables and/or key performance indicators
- Have defined responsibilities for the process and/or procedure execution

All operational processes, procedures and standards must be:

- Documented and reviewed in accordance with the AIMS Document Management Policy [4] and Quality Management Policy [7]

2.7 Management of Service Risks

In accordance with the AIMS Policy & Framework [1] and AIMS Risk Management Policy [2]:

- All operational areas must identify, manage, record and report risks in relation to their scope of operation or responsibility.
- Risk management must include risks relating to breaches in the availability, integrity or confidentiality of the service, and risks associated with the failure to provide the services in accordance with relevant legal, regulatory or contractual requirements.
- Risks must include the assessment of impacts to all affected stakeholders.

2.8 Service Governance

Service requests must only be processed for legitimate/legal purposes in accordance with relevant legal and regulatory requirements.

Service requests must only be processed with the authority of the named customer contact.

Information must not be shared without authorisation and/or approval from the data owner (data controller or data subject for personal data).

2.9 Service Integrity

Information accuracy and completeness must be maintained in accordance with any relevant legal or regulatory requirements.

In accordance with the AIMS Risk Management Policy [2]:

- Risks to all stakeholders associated with the inaccuracy, corruption or lack of completeness of information must be identified and mitigated.

2.10 Asset Management

All assets, and systems used to provide the services, must be recorded in a suitable inventory and have a nominated asset owner.

The asset owner is accountable for ensuring that risks are assessed and managed, and that all assets are appropriately used and secured. Risks related to the protection of mobile assets must be identified and managed.

All assets must be classified and labelled, and handled in accordance with this classification in accordance with AIMS Information Classification and Handling Standard [8].

Acceptable use of assets must be formally documented in the AIMS Staff Security Manual [6] and communicated to all users.

User registration and induction processes must include awareness and education on information handling and the acceptable use of assets.

All assets must be returned when no longer required, or upon employment termination.

Assets must only be used for legitimate purposes, and using approved methods and processes.

Use of removable media is prohibited for the transferring and storing of confidential, client and personal information without encryption and permission of the data owner.

All information and system assets must be disposed of in accordance with AIMS Commissioning and Decommissioning Policy [5].

All assets, or systems containing information, must be purged of data, or otherwise render data irretrievable, prior to disposal or reuse.

2.11 Classification and Labelling

All information and assets must be classified, labelled and handled to mitigate identified risks in the processing of the data, and to comply with mandated legal, regulatory or contracted standards - as per the AIMS Information Classification and Handling Standard [8].

2.12 Continual Improvement

Operational processes, procedures and standards will be reviewed for opportunities for improvement, including:

- Improvements in operational efficiency, expediency, or standardisation
- Innovations in the operation of the process
- Improvement suggestions or recommendations from consumers
- Opportunities for improvement identified as part of internal or external audit and assurance activities
- Improvements identified from consumer feedback review
- Improvements identified from consumer complaints review
- Improvement suggestions from internal functional teams, and/or suppliers and partners
- Improvements identified from incident root cause investigations or process failure investigations
- Improvements identified from the review of target (e.g. SLA) and KPI measures

Improvements sought will include the identification and improvement of/in:

- Operational efficiency
- Operational expediency
- Operational costs
- Consumer satisfaction
- Operational standardisation
- Future-proofing, and legacy management
- Organisational reputation
- Operational scope and error handling
- Operational compliance
- Exposure to operational risk
- The meeting of customer service levels, operational service levels, and contractual requirements
- Process or output failures
- Environmental waste/pollution
- Energy usage / Carbon footprint
- Use of sustainable resources
- Personnel, Service User or Public physical or mental health, safety, or well-being
- Personnel, Service User or Public finances
- Working conditions
- Ethical operations and/or social improvements
- Investor and/or Public Relations
- Staff Morale

Operational change reviews will include input from affected stakeholders.

All improvements will be implemented in accordance with the AIMS Change Management Policy [?]

2.13 Service Failure Management

Identified process or output failures will be investigated when:

- Process output or delivered services fail to meet Service requirements
- Processes produce unexpected or undesired outputs or results
- Processes fail to handle specific scenarios or events correctly (incorrect process flow)

Process failures will be recorded and investigated for root causes, and remedial action taken in accordance and recorded.

2.14 Consumer & Stakeholder Satisfaction

Process owners will provide the opportunity for all consumers to:

- Provide feed-back, and/or suggested improvements
- Provide feed-back on their experience and satisfaction with the service/process
- Raise complaints or issues with the service/process

All recommendations, suggestions, complaints and satisfaction results will be recorded and assessed as potential opportunities for improvement (see Section 2.12.)