Service Management System Policy

Document Title	Service Management System Policy
Version	2.0
Date	21/12/2025
Owner	Head of Service Management, Fuse CS
Review Cycle	Annual or upon significant change

Contents

1 Purpose

The purpose of this policy is to define Fuse CS's commitment to delivering effective, consistent, and high-quality IT services that meet customer requirements and comply with applicable legal, regulatory, and contractual obligations. It establishes the principles for managing, monitoring, and continually improving the Service Management System (SMS).

2 Objective

Fuse CS's Service Management System is established, implemented, and continually improved in accordance with ISO/IEC 20000-1:2018 to assure customers that services are delivered using internationally recognised best practices. The SMS aims to achieve consistent, high-quality service delivery, compliance with legal and contractual requirements, and continual improvement aligned with business strategy and client needs. Service management objectives are defined, monitored, and reviewed to ensure these outcomes are met. This policy is controlled and reviewed annually or upon significant change and forms part of the documented SMS available to all relevant parties.

3 Scope

The Service Management System of Fuse CS, supporting the design, deployment and support of IT services and solutions, as per our Service Catalogue, to our global customers, from our HQ in Northampton UK.

4 Policy Statements

Fuse CS aims to assure customers that all services are delivered in alignment with internationally recognised best practices. By adhering to ISO/IEC 20000-1:2018 standards, we demonstrate our commitment to structured, reliable, and high-quality service management.

4.1 Commitment to Service Excellence

Fuse CS is committed to providing services that meet or exceed customer expectations in terms of quality, reliability, and security.

4.2 Compliance and Risk Management

Services will be delivered in compliance with applicable legal, regulatory, and contractual requirements. Potential risks to service quality and continuity will be identified, assessed, and managed appropriately.

4.3 Continual Improvement

The SMS will be continually reviewed and improved to enhance service quality, operational efficiency, and customer satisfaction.

4.4 Resource Allocation

Adequate resources, including personnel, technology, and infrastructure, will be allocated to maintain effective service delivery and SMS operation.

4.5 Roles and Responsibilities

Responsibilities for service management, including planning, monitoring, and reporting, are clearly defined and communicated across the organization.

4.6 Communication

This policy will be communicated to all employees and relevant third parties and made available to customers upon request.

4.7 Service Management Objectives

Fuse CS has established the following high-level objectives for its Service Management System:

- Demonstrate leadership and commitment to the SMS.
- Assure customers that services follow ISO/IEC 20000-1 best practices.
- Identify and manage risks and opportunities to maintain service continuity.
- Provide adequate resources and maintain staff competence.
- Maintain documented information to support compliance.
- Deliver services in line with SLAs and maintain high availability.
- Manage service portfolio, design, transition, and changes effectively.
- Maintain accurate configuration and asset management.
- Ensure effective supplier and business relationship management.
- Proactively manage capacity, availability, and security.
- Ensure all changes are authorized and controlled.
- Provide timely incident and problem management.

- Maintain robust information security practices.

- Monitor and evaluate SMS performance regularly.

- Conduct internal audits and management reviews.

- Continually improve services and address nonconformities effectively.

5 Management Commitment

The Senior Management Team of Fuse CS endorses this policy and is committed to providing the leadership, resources, and support necessary to ensure the SMS is effective and aligned with business objectives.

An SMS Owner has been appointed to oversee the Service Management System and ensure Fuse CS continues to operate in accordance with ISO/IEC 20000-1:2018 guidelines. This role is responsible for maintaining compliance, driving continual improvement, and reporting performance to senior management.

6 Enforcement

This policy applies without exception to all services, locations, staff, and suppliers engaged in service delivery. Noncompliance with this policy will be considered a disciplinary offence and may result in corrective action in accordance with Fuse CS HR policies.

Approval:
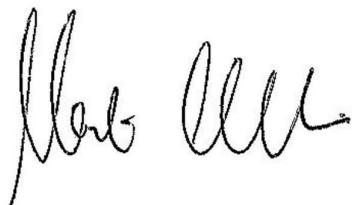
Martin Chamberlain, Managing Director

Fuse CS Limited

Date: 22/12/2025