

INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM POLICY

In alignment with MKE's objectives and within the framework of the ISO/IEC 20000-1 Service Management System standard, we, as the Information Technologies Directorate, are committed to:

- Continually improving the effectiveness of our Service Management System, enhancing existing information technology (IT) processes, and aligning them with the requirements of ISO/IEC 20000-1.
- Regularly reviewing service level metrics and updating them as necessary based on customer feedback and collected data.
- Holding regular service meetings with relevant interested parties to identify and evaluate opportunities for improvement.
- Improving the measurability of IT services to support informed and effective decision-making.
- Adopting a more proactive approach to IT service delivery, gaining a deeper understanding of the needs of the business units we serve, and strengthening relationships with these units.

Through these efforts, we aim to ensure the secure and reliable delivery of core and supporting services, minimise service disruptions, and fulfil our obligations under applicable legal and contractual requirements.