

IT Service Management Policy

The mission of NOVA ICT is the management, development, provision and maintenance of IT services that serve the customers.

The primary objective of NOVA ICT is the contribution to the:

- Reliable and consistent service delivery
- Continuous qualitative and quantitative improvement of provided service levels
- Timely and responsible handling of customer requirements.

The principles that govern the IT Service Management Policy of NOVA ICT are:

- High quality of IT Service Management, which comprises of the following axes:
 - Fulfillment of customer specifications, service level targets and contractual obligations
 - Reliability and availability of provided services
 - Prompt response to customer requests within agreed time objectives
 - Continuous improvement of the provided services' quality and quicker response to customers through standardized procedures
 - Systematic assessment and mitigation of operational risks and costs
- Incorporation of the applicable Information Security Policy or any other relevant policies into IT service delivery and assurance of services' compliance with legal and regulatory requirements set by supervisory authorities and bodies
- Design, implementation, monitoring, maintenance and continuous improvement of an IT Service Management System according to ISO 20000-1 requirements, which ensures the optimal efficiency and effectiveness of service management and maximum customer satisfaction, through internal audits, regular reviews of provided services and the System, customer satisfaction surveys and periodic external audits by specialized third parties.

To achieve the afore-mentioned objectives, NOVA ICT:

- Seeks the continuous improvement of its know-how and the knowledge dissemination to its personnel
- Selects specialized executives and supports their continuous training
- Invests on reliable and up-to-date equipment
- Designs, adopts and monitors the application of a performance evaluation system based on indicators and target values, to achieve the optimal control and operation of Service Management
- Identifies and addresses risks threatening the smooth service delivery

- Is committed to the continuous implementation and improvement of the IT Service Management System and provided services as well as their adaptation to the customer requirements and with the applicable legislative and regulatory requirements
- Communicate th/e present Policy to all personnel and ensure that it is constantly updated in alignment with NOVA ICT's rules and strategic objectives
- Builds excellent communication and cooperation between the Management and Executives

The Management