

IT Service Management Policy

- **Introduction:** This document outlines the IT Service Management Policy of Infomatics Corp, demonstrating our commitment to delivering high-quality IT services in accordance with the requirements of ISO 20000. The policy encompasses our approach to service management, customer focus, service design and transition, service operation, continuous improvement, and supplier management.
- **Service Management:** Infomatics Corp is committed to establishing and maintaining an effective IT service management system that aligns with the principles and requirements of ISO 20000. Our service management approach emphasizes efficiency, effectiveness, and continual improvement to meet the needs and expectations of our customers.
- **Customer Focus:** We prioritize customer satisfaction by actively engaging with our customers, understanding their requirements, and striving to exceed their expectations through the delivery of superior IT services. Feedback mechanisms are in place to capture customer insights and drive service improvement initiatives.
- **Service Design and Transition:** New and changed IT services are designed, transitioned, and implemented with meticulous planning and testing to ensure they meet customer requirements and integrate seamlessly into the production environment. Our goal is to deliver reliable and resilient services that enable our customers to achieve their business objectives.
- **Service Operation:** Infomatics Corp is committed to delivering IT services that are reliable, resilient, and responsive to customer needs. We maintain robust operational processes to minimize disruptions, promptly address incidents and service requests, and maintain the stability of IT services throughout their lifecycle.
- **Continuous Improvement, Compliance and Review:** Continuous improvement is integral to our approach to IT service management. We regularly review our processes, procedures, and performance metrics to identify opportunities for enhancement and innovation. Through proactive monitoring, analysis, and feedback mechanisms, we strive for ongoing improvement in the quality and efficiency of our IT services. This IT Service Management Policy will be reviewed periodically to ensure its ongoing suitability, adequacy, and effectiveness.

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Compliance with this policy is mandatory for all employees and stakeholders involved in the delivery of IT services at Infomatics Corp.

- **Supplier Management:** We recognize the importance of effective supplier management in delivering high-quality IT services. We establish and maintain strong relationships with suppliers and vendors, ensuring clear communication, defined service levels, and accountability for service delivery. Supplier performance is regularly evaluated, and corrective actions are taken as necessary to ensure service continuity.

Signature: 

Name: Shahil Shariff

Title : CEO

Date: 03/22/2024