

## IT Service Management Policy (ISO/IEC 20000-1)

The services feature high and frequent interaction with end users and are based on specific concepts such as guaranteeing continuity, availability and compliance with service levels.

Exprivia has decided to spread the culture of quality service management within its organisation by providing training courses and encouraging its personnel to become qualified on sector best practices (ITIL). In addition, to obtain formal external recognition of its capacities to manage quality IT services, it decided to adopt and certify the IT services it provides to its customers in compliance with the ISO/IEC 20000 international standard.

In brief, the company management makes a strong commitment to ensuring that the services provided to customers are planned, developed, implemented, run, monitored, updated and continuously improved through an IT Service Management System.

In detail, the management commits to:

- establish and disclose the field of application, the policy and the objectives relating to service management;
- ensure that a service management plan is created, implemented and updated for each service provided in order to comply with the policy, achieve service management targets and satisfy service requirements;
- communicate the importance of meeting service requirements;
- communicate the importance of meeting legal and regulatory requirements as well as contractual obligations;
- ensure that resources are made available;
- conduct management reviews at pre-established intervals;
- ensure that service risks are assessed and managed;
- ensure that service management authorities and responsibilities are defined and kept up-to-date.

The management has also designated a manager who has the authority and responsibility for:

- ensuring that Integrated Management System processes are established, implemented, kept updated and improved in compliance with the ISO 9001, ISO 13485, ISO/IEC 20000-1 and ISO/IEC 27001 standards and in accordance with the policies and objectives established by the management;
- ensuring that activities are completed to identify, document and satisfy product and service requirements;
- ensuring that awareness is promoted throughout the organisation of the importance of always meeting customer and regulatory requirements;
- ensuring that the assets, including licences, used to develop products and provide services are managed in accordance with legal and regulatory prescriptions as well as contractual obligations;
- maintaining relationships with external bodies for the certification of the various components of the integrated management system;
- reporting to the management on the performance of the Integrated Management System, including on any need for improvements.

The strategic objectives defined are the same as those documented for the Quality Policy.

Molfetta, 11/12/2013

Il Chairman & CEO  
Dott. Domenico Favuzzi