

## **Takasbank Service Management Policy and Aims**

### **Clause 1- Takasbank Service Management Policy and Aims**

**1)** Takasbank has established a service management system based on the best practices in service management and ISO 20000-1 standard in order to ensure that the IT services it offers to its stakeholders, internal and external customers are reliable, consistent, quality, and based on the principle of continuous improvement. Takasbank has set its main aims as ensuring the full compliance of its activities with the relevant laws and regulations, continuously improving its services and processes in line with the expectations and business needs of its customers, and keeping the benefit and satisfaction gained from the services at the highest level.

**2)** The basic implementation principles and objectives of the Service Management System operated by Takasbank at all stages of service delivery are as follows:

**a)** The services offered are designed and delivered to meet the customers' needs at the highest level; a service catalog containing these value added services has been created.

**b)** In IT service management, with reference to the ITIL and ISO 20000 BT frameworks, service management processes have been designed, implemented, and measurement and improvement mechanisms have been established to ensure continuous improvement.

**c)** The roles, responsibilities and authorities required for the operation of the management system as designed are defined, and assigned.

**ç)** The skills and competencies of the human resources involved in the presentation of the service are used in the most appropriate way. The financial investment required for the development of these resources is provided by the management.

**d)** Cost and resource analysis is performed for the services provided. Adequate and redundant technical infrastructure and resources are provided to support services.

**e)** Business Continuity and Information Security Management Systems were established and put into practice in order to guarantee the continuity and security of the service infrastructure.

**f)** Service risks are assessed, and appropriate actions are taken to minimize the effects of risks considered as improvement opportunities.

**g)** The services provided by the suppliers are defined, measured and monitored by contracts to ensure compliance with the service levels agreed with the customers.

**ğ)** The operation of the service management system is checked through internal and external audits, and corrective and preventive actions are taken.

**h)** Inquiry and measurement methods are used to regularly determine customer satisfaction regarding the services provided by Takasbank.