



ICT Service Management System (SMS) Policy

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Reviews

State	Review	Description of the Change	Author	Date
Definitive	0	First version of the Instruction.	Carolina Muñoa	1-10-2019
Definitive	1	Changes in deployments.	Josep Borràs	19-12-2019
Definitive	2	General review of the document.	J. Villagrasa	23-12-2019
Definitive	3	The Delivery and Deployment Management Policy is added. Assets subject to the Change Management policy are added. SGS scope added.	O. Rodriguez	10-01-2020
Definitive	4	Change policy is updated, point that indicates the periods of prohibition of changes and the signature of the new General Director	Carolina Muñoa	16-10-2020

INDEX

1 BACKGROUND INFORMATION	4
2 SGS POLICY	4
2.1 General	5
2.2 Change Management Policy	6
2.3 Delivery and deployment management policy	8
2.4 Information Security Policy and Services Continuity	8
3 OBJECTIVES OF THE SMS	9
4 SERVICE MANAGEMENT PLAN	10

1 BACKGROUND INFORMATION

COSTAISA is a company of services and organizational and technological solutions which offers specific solutions to respond to our customers needs in the different links of the value chain.

With the aim to offer our clients a wide range of solutions, COSTAISA has evolved by creating a business group made up of different companies specialized in different areas of knowledge: COSTAISA, SAPAS, SISEMED, DATAPRO, FIHOCA, ONPLUS and BDN PLUS.

Our philosophy and our ambition are twofold. We want our customers to consider us, not just another supplier, but also their Organizational and Technological partners, and we expect that they appreciate in our staff the quality of proactive and decisive professionals, who propose solutions in response to the needs of each moment.

Our company is characterized by continuity, stability and profitability, three forces that allow us to successfully face the fixed path, offering a quality service to our clients.

Continuity, inasmuch as we have been in the Information Systems sector since 1968 and we experienced and experience its demanding evolution, responding with the same demand to the training and adaptation effort necessary to remain at the organizational and technological forefront.

Stability, because we maintain a deep relationship with our human team, understood as COSTAISA's main asset, which allows us to guarantee a quality service to our customers.

Profitability, which we have maintained during these years, by providing the necessary resources for a correct and constant investment in Training, Research and Development, essential in companies in the sector that are committed to organizational and technological leadership.

2 SGS POLICY

2.1 GENERAL

As a first measure for a proper implementation of service management in the organization, an IT service management policy has been defined, which is basically summarized in the following points:

- The complete list of services must be kept up to date in a service catalog that must be public and known to all members of the organization. It must also be available to customers of services that do not belong to the organization, and to suppliers who in one way or another participate in the provision of services.
- A service management system (hereinafter SMS) is defined based on ITIL practices and the ISO 20000 standard.
- It is defined that the initial scope of the SMS includes the IT services of:
 - Hosting for environments:
 - Business solutions and business management
 - Systems (virtualization, monitoring and backup)
 - Telemedicine (SaaS platform for interconsultation, teleconsultation and health programs)
 - Workstation virtualization

according to the current service catalog, and that this scope will grow progressively until it manages the complete services catalog.

- There will be a service management plan, annually revisable, that will define the current scope of the SMS as well as all the planning, implementation, monitoring and review tasks, and the continuous improvement of the SMS. The progressive extension of the scope of the SMS to the different services will be managed through independent projects, limited in time and with its own budget.
- It is the vocation of the organization that, as the SMS is implemented for new services, its compliance with the requirements of ISO 20000 is audited, as an independent external control that allows ratifying its correct definition and implementation.
- There will be an SMS manual that defines all the characteristics that it has. The SMS manual will be a public document accessible to all members of the organization.

- It is considered a priority for Costaisa to satisfy the requirements of the services provided. There is, therefore, a commitment on the part of the organization to identify, document and monitor the service requirements.
- The organization assumes the commitment to define, implement and monitor a continuous improvement process for the service management system.

Based on all the points aforementioned Costaisa's management considers that this policy is appropriate for its purpose as an IT service provider.

We will fulfill this commitment by guiding all staff towards the same philosophy focused on quality of service through continuous improvement, which will be passed on to the staff who work for the organization and reflected in the SMS, through continuous training at each level of the organization and motivating the staff to integrate and sense of belonging to COSTAISA's work team.

This Policy is communicated to the entire Organization through the Instman corporate tool (instructions and manuals), in information panels and on the website, being reviewed annually for its adequacy and extraordinarily when there are special situations and / or substantial changes in the SMS.

2.2 CHANGE MANAGEMENT POLICY

A Change is the addition, deletion or modification of any configuration item in the production environment defined within the scope of the SMS. For COSTAISA, four types of exchange are defined:

- **Standard Change (or pre-approved):** A standard change is a change that is considered pre-authorized because it is low risk, routine, and follows a known work procedure or instruction. Any change that has no impact on the service offered is considered a standard change (or that its impact is known and acceptable), and it does not imply a change in the customer's billing. It is also considered a standard change when a customer requests a change in his infrastructure, if it only affects him and there is no change in quota. A standard change must be registered by the change management but it follows the workflow of Service Requests (Cart).
- **Normal Change:** This is any change that does not meet the two previous criteria. In the case of the Costaisa platform, it must go through a change committee (CAB), to assess its impact, risk and need for implementation. In the case of clients:
 - If it has an impact on other clients, it must go through the changes committee.
 - If it has an impact on their billing, it has to go through the administrative area.
 - Both cases can occur at the same time.

- **Emergency Change:** It is a change that needs to be implemented as quickly as possible due to the negative impact on the business of a failure in IT services. It can be both changes at the client level and the Costaisa platform. And it will follow the emergency change procedure.
- **Change with potential impact:** These are those changes that have a great impact on the services or on the client and must go through a change committee, such as:
 - New services in the defined service catalog.
 - Modification in the way of providing a specific catalog service.
 - Removing a service from the catalog.
 - Transfer of a service provided by the organization to the client or to a third party.
 - Transfer of a service provided from a client or a third party to the organization.

Changes to the schedule must not have a duration of more than 15 calendar days between the planned start date and the planned end date.

The assets subject to this policy are:

- Assets in general production.
- Assets / services within the scope of ISO 20000 certification.
- Any asset classified as BUSINESS SERVICE.
- Any asset classified as BUSINESS APPLICATION.

To homogenize the requests for changes and avoid confusion depending on the season (spring / summer / autumn / winter, in relation to sunset) the following schedules are established:

- Morning hours from 07:00 to 15:00
- Afternoon hours from 15:00 to 23:00
- Night time from 23:00 to 07:00 (the next day)

The following change ban period is established:

1. No Friday.
2. Holiday vigils.
3. Weekends.
4. National, Autonomous and Local Holidays.
5. The last two weeks of December and the first of January, the last week of July, all of August and the first week of September, there will be no changes in production environments.

The only changes allowed and under the authorization of the E-CAB will be:

1. Those motivated by annual / monthly closures (justified).
2. Those motivated by legal imperative.
3. At the express and formal request of the client.

2.3 DELIVERY AND DEPLOYMENT MANAGEMENT POLICY

A Delivery is the set of configuration items, hardware or software, new or modified, and the actions necessary to carry out the deployment in the production environment of a system or service, and the actions necessary for its retrocession or rollback.

In COSTAISA, 2 types of delivery are defined:

- Emergency delivery: Its origin is an emergency change.
- Normal delivery: It comes from standard, normal, or high impact gears.

Deliveries are subject to the same restrictions as exchanges.

Any delivery or deployment comes from a Change Request or a Service Request, so there are no deliveries with predetermined frequency.

2.4 INFORMATION SECURITY POLICY AND SERVICES CONTINUITY

The information security policy and continuity of services is published in Instman, Instruction No. L-001/09.

3 OBJECTIVES OF THE SMS

This service management policy establishes the guidelines and principles that COSTAISA follows to guarantee compliance with the strategic objectives defined by the General Management:

SMS's first objective in Costaisa is to offer quality services ensuring user satisfaction. With the adoption of ITIL practices and the certification of services with ISO 20000 we will obtain a continuous improvement in the attention to users and the provision of services.

Second objective is to facilitate the commitment and active participation of all staff, training and raising awareness of service management, so that they are knowledgeable and comply with the defined management activities.

Third objective is to identify and obtain information from the SMS useful for the business (indicators, KPIs, reports, etc.) in the most automatic way possible.

The benefits that Costaisa expects to obtain with the implementation of the SMS policy are:

- Align IT services to business needs.
- Provide adequate quality management.
- Maximize the quality and efficiency of the service.
- Reduce the risks associated with IT services.
- Reduce costs and generate business.
- Increase customer satisfaction.
- Clear view of IT department capabilities.
- Minimize change cycle time and improve results based on metrics.
- Decision making based on business and IT indicators.
- Provide an added value of trust improving its image with respect to other companies and becoming a factor in decision making with respect to the competition.
- To be a technological partner that accompanies and offers ad hoc solutions to the needs of its customers.

4 SERVICE MANAGEMENT PLAN

There is a service management plan that is reviewed annually. In it, all the necessary tasks in the current year for the design, implementation, operation, maintenance and support of the service management system are planned.

The service management plan defines the annual service management objectives, which must be aligned with the general service management objectives described in this policy.

As annexes to the service management plan, the evidence of the implementation of the service management plan is also included (allocation of budgets and funds, assignment of roles and responsibilities, documentation of processes, identification and management of risks, management of teams of work, equipment and budget management, team or group management, progress information and coordination of service management processes), monitoring and review (indicator analysis, system audits and system reviews) and improvement keep going.

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