Service Management System Policy

METRICA is a Spanish company specialized in information technologies, offering creative solutions to business challenges and expertise to help clients stay up to date with the latest innovations in information and communication technologies. These technologies are applied to enhance their business operations.
The company develops tailored projects for each client, integrating them into the client's own Management System. METRICA assumes full or partial responsibility for the evolution and/or management of Information Systems, providing professionals with varying levels of specialization and experience—capable of designing new IT solutions, supporting operational management, ensuring continuity, and promoting the technological evolution of both new and existing platforms. The team brings extensive experience across a wide range of sectors, company sizes, and complexities.

As part of its business strategy, METRICA's Management considers effective service management essential to achieving its defined objectives. Therefore, it commits to ensuring the proper management of services provided by the organization to guarantee maximum quality assurance for all stakeholders.

The objectives of this Service Management Policy are to:

- Ensure that services are aligned with client and user needs
- Improve communication between service personnel and service users/clients
- Enhance the efficiency and effectiveness of internal service delivery processes
- Provide higher quality services to clients and users

To develop this policy, METRICA's Management commits to establishing a Service Management System (SMS) based on the UNE-ISO/IEC 20000-1:2018 standard, fully covering the necessary requirements to ensure that services within the defined scope meet quality expectations and are managed accordingly.

Key Principles

- Appoint a Service Manager responsible for the SMS, ensuring its development, maintenance, and continuous improvement.
- Analyze service delivery needs and develop appropriate services to meet them effectively.
- Implement a comprehensive management structure regulating the organization's activities within scope, ensuring all requirements are met.
- Allocate resources to ensure service delivery meets quality requirements while maintaining a cost-benefit balance.
- Establish a training and awareness plan for all personnel involved in service management, ensuring understanding and active participation.
- Ensure long-term quality standards are maintained, addressing service-related incidents appropriately.
- Periodically define service objectives and indicators to monitor performance and management activities.

- Implement a continuous review, audit, and improvement methodology, based on the PDCA cycle, including:
  - Cost-benefit evaluations
  - Risks associated with implementation or lack thereof

Service Delivery Guidelines

- All staff involved in service delivery must continually measure, review, and improve the characteristics of services provided. Default service levels will be established for each service, with mechanisms in place for negotiating custom SLAs with clients. SLAs must be formally documented, including required performance levels for each service attribute.
- Services must be properly monitored to provide clients with necessary insights into their performance and characteristics.
- Availability and continuity requirements must be identified by all staff and implemented accordingly. Service and infrastructure availability will be planned, monitored, and measured periodically, including continuity testing and corrective actions when deviations occur.
- Service budgets must consider both direct and indirect costs, including initial and recurring asset maintenance. Budgets will be compared with financial records to ensure cost control and facilitate improvement.
- Capacity needs analysis must be performed regularly to ensure both current and future demands are met efficiently.
- Information security risks for all services within scope will be assessed, and necessary controls will be implemented in accordance with the organization's Information Security Policy.
- Client meetings will be held periodically to identify needs, assess satisfaction, and manage changes or improvement requests, reinforcing commitment to agreed objectives.
- Client complaints will be managed using appropriate processes.
- Service level agreements (SLAs) will be established with subcontractors and suppliers, and their performance will be monitored to ensure they meet client commitments.
- Incident management will involve all relevant personnel to restore normal service operations quickly and minimize adverse impacts, ensuring SLA commitments are met.
- Problem management will include root cause analysis and implementation of corrective actions.
- Configuration management requires staff to register and maintain accurate configuration data, including:
  a. Providing all necessary information to document configuration item characteristics
  b. Supporting other service management processes (e.g., financial, incident, problem, change, release)
  c. Regularly verifying and correcting configuration records

- All changes must follow a formal change request and approval process. No changes will be implemented without formal validation.
- New configuration versions must follow established procedures before going into production. Only after planning, designing, developing, configuring, and testing will stable versions be released.

Policy Review and Adherence

This policy is known and endorsed by all METRICA personnel within the defined scope, in accordance with management requirements.

It will be reviewed at least annually, and any updates must be approved by the organization's Management.

Signed: Legal Representative, METRICA

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