

Service Management Policy

CETIN Bulgaria

	Position	Name	Signature
Approver	CEO	Petar Mudrinic	
Policy Owner	Network Strategy, Planning and Development Director	Ivaylo Shahanov	
Policy Managers	Network and IT Strategy Architect	Dobromir Sugarev	N/A

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CETIN Bulgaria EAD is a technological company which offers a wide range of wholesale services such as: telecommunication infrastructure ensuring mobile and fixed voice and data, internet connectivity, etc. We at CETIN build and maintain the crucial technological infrastructure, which allows our clients to offer new services and products via innovative technologies, stimulating development, change and improvement.

The top management of CETIN ensures that the managed services provided to our customers are delivered with the commitment to fulfilling service requirements and against the following objectives:

- Constant intention for more efficient and effective fulfillment of the requirements and delivery of IT services;
- Provide the governance and framework to assure quality of service and establishing and reviewing service management objectives;
- Build relationships with customers;
- Develop a proactive strategy and roadmap with customers;
- Manage the costs for service delivery;
- Identify new business improvement opportunities for evaluation;
- Measure the quality of service (SLA) and process performance;
- Initiate service improvements to address issues relating to:
 - Efficiency: do it right the first time
 - Effectiveness: meet customer requirements
 - Economy: provide value for money
- Ensuring that all personnel involved in the management of the services is familiar in detail and realize its participation in the processes for service management
- Continually improve the effectiveness of the implemented Service management system, through a policy of continual improvement.

In order to fulfil these objectives, and to provide the level of control and traceability necessary to demonstrate compliance with recognized processes, it is the policy of the organization to maintain an efficient and effective IT Service Management System (ITSMS) based upon the requirements of the ISO/IEC 20000-1 IT Service Management Systems Standard.

This Service Management Policy and the ITSMS shall be reviewed and where necessary revised as a minimum during formal annual review to ensure that they are continually improved. The policy shall be communicated and available to all interested parties.

The Management representative and the managers are responsible for implementing and maintaining IT service management policy and provide full support.

Change Log

Version	Revision category (new requirement, update, wording)	Placement (chapter)	Description of main revisions	Date
1.0	New Policy		Policy creation and approval	20.10.2020
1.1	Reconfirmed by the new CEO		Reconfirmed by the new CEO	15.03.2021

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