



MINISTRY OF EDUCATION Information Technology

SERVICE MANAGEMENT SYSTEM POLICY



Introduction

Service Management System (SMS) policies are important to Ministry of Education to ensure the quality of the services. This is to set out the expectations and intentions of the management of MOE - IT in Service Management on how this will be planned, established, implemented, operated, monitored, reviewed and maintained to improve IT service delivery, reduce service disruptions, and improve customer satisfaction.

The main objectives of SMS in MOE IT are:

- To enable and maintain optimal deployment, operation, and management of every single IT resource for every user in the extended enterprise.
- To establish the framework of setting different area of service management objectives in line with the MOE Strategic Objectives.
- To satisfy applicable requirements & commitment to continually improve MOE - IT Service Management System and services.

Policy Implementation Principles:

- MOE shall formulate a Service Management System taking into account all IT Services that are provided to the customer.
- MOE shall ensure that the Service Management System is appropriate to the purpose of the provided IT Services.
- MOE shall ensure that the Service Management System provides a framework for establishing and reviewing Service Management objectives.
- Form a Steering Committee to manage, monitor and review the implementation of the Service Management System.
- Roles and responsibilities for management of Service Management System shall be defined.
- MOE shall review, monitor, evaluate and communicate the Service Management System to relevant stakeholders.
- Appoint a Management Representative (MR) for representing MOE with the certifying agencies for ISO 20000-1:2018 certification process.
- All Service Management policies, procedures and processes shall be reviewed once in a year and necessary improvements shall be incorporated as required.



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- MOE shall define the Key Performance Indicators (KPIs) to evaluate the performance of the Service Management System process.
 - Service Management meetings shall be conducted at least once annually with all relevant stakeholders.