

# INTEGRATED IT SERVICE MANAGEMENT POLICY

ISO/IEC 20000-1:2018  
IT Service Management Systems

ISO/IEC 27001:2013  
Information Security Management System

As a Hospital Support Services provider in this country, we will continually strive to improve our Integrated IT Service Management System through the following. ;



**Maintain an efficient and effective IT Service Management System (IT SMS) based upon the requirements of the ISO/IEC 20000 IT Service Management Systems Standard**

**Committed to delivering high-quality IT services while ensuring the confidentiality, integrity, and availability of information**



**Effective communication channels will be established to ensure that relevant information regarding IT services and information security is communicated to all stakeholders. This includes customers, employees, and third-party service providers**



**Committed to the continual improvement of our IT service management and information security practices. Feedback from customers, audits, and monitoring activities will be used to identify opportunities for improvement**



**Constantly strive to meet customer's expectations and requirements and stay informed about and comply with relevant legal and regulatory requirements related to IT service management and information security**



**Ensure the service delivery needs are executed accordingly and Proper documentation controls will be implemented to ensure the availability and integrity of documents related to IT service management and information security**



Abdullah bin Hashim  
Chief Executive Officer  
Date: 25 September 2023