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SECTION 1 – PURPOSE AND SCOPE**1.1 Purpose**

ITG has issued this IT Service Management (ITSM) Manual to articulate the processes that constitute IT services delivery and demonstrate its commitment to maintaining quality in an environment that fosters customer satisfaction and continual improvement.

This ITSM Manual is organized to be consistent with the ISO20000-1:2005 structure.

1.2 Scope and Exclusions

The scope to be covered by this certification is “Service Call Management for Customers”.

This ITSM Manual is the primary reference for all matters dealing with IT Service Management as pertains to ISO20000-1:2005. It is available for inspection by our staff, customers, potential customers, and third party ISO auditors.

ITSM customers in the context of this document include recipients, (external), of services resulting from contract awards, as well as Company staff, (internal), receiving IT services from internal resources.

This manual addresses ISO 20000-1:2005 requirements and makes reference to the procedures that implement these policies and that are applicable to all Company business units.

ITG conforms to all ISO 20000-1:2005 International Standard requirements. The ITSM scope covers the entire spectrum of IT Service Management services delivered to ITG customers by ITG, headquartered in Falls Church, Virginia.

SECTION 2 – TERMS AND DEFINITIONS

For the purposes of this document the terms and definitions defined in ISO/IEC 20000-1:2005 apply.

SECTION 3 – IT SERVICE MANAGEMENT SYSTEM

ITG employs a mixed management structure. A portion of ITG has a ‘functional’ structure where a functional department (e.g. Call Operations, Purchasing, etc.) reports to a functional manager. As well, a horizontal management structure is in place, defined as Management Review Boards which are ITG Committees composed of managers and individual contributors that participate in the formulation of horizontal policies, identify improvements and promote the quality orientation of the Company.

At a higher level, ITG is comprised of 3 Business Units. Each business unit is responsible for active, revenue projects that are supported by the functional departments.

Projects at ITG use National Support Center resources. There is no single functional manager for the National Support Center function. Instead National Support Center staff report up through their respective project management teams [Figure 1].

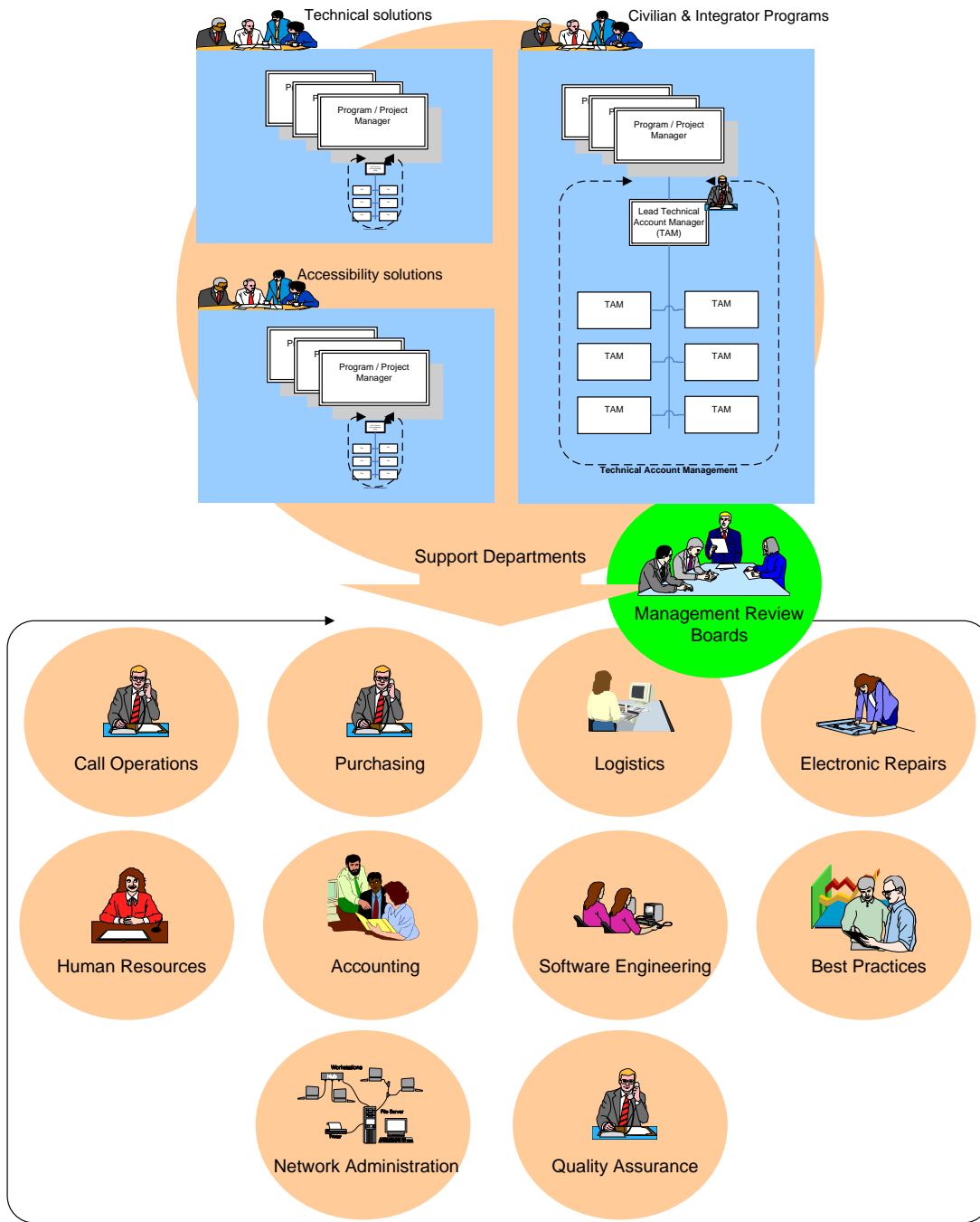


Figure 1 The ITG Management System

3.1 Management Responsibility

a) *Service Management policy, objectives, and plans*

Business Policy

ITG management has defined and documented its basic philosophy which is:

The customer will be satisfied.

We always strive to ensure that our customers are satisfied and to continually improve our methodologies to achieve this goal.

This basic business philosophy is relevant to our organizational goals and to meeting the needs and expectations of its customers. This philosophy has been communicated to all employees within the scope of the Business Quality Management System. ITG ensures that its business philosophy is understood. This is accomplished through communications, distribution of a variety of literature and monitoring of customer satisfaction. Quality concepts are integrated into our company culture.

ITG business philosophy is implemented through the application, documentation and training of the practices outlined in this manual. It is maintained through Business Quality Management System audits, corrective and preventive actions, ITSM reviews, and is inspected and verified for suitability, adequacy and effectiveness during Management Reviews.

Business Planning

Business Goals and Objectives

The goals and objectives are derived from the ITG business philosophy. Management establishes business objectives at all relevant functions and levels within the company. The business objectives are measurable and consistent with the business philosophy including commitment to continual improvement. Business objectives include the contents of the annual business plan, as well as those needed to meet all contract requirements.

The top level business goals include:

- Providing quality products and services by striving to meet or exceed the defined needs and expectations of our customers.
- Determining customer satisfaction through the use of Quality Control surveys and customer evaluations of contract performance.

- Achieving continual improvement at all levels through proactive and preventive measures rather than through corrective actions.
- Encouraging and rewarding employee involvement and initiative, and
- Giving all employees the training and support needed to provide quality products and services in a cost-effective manner.

Annual measurable objectives are determined and specified in a separate document. ITG has identified the following five “smart objectives” in connection with its continual improvement plan:

- Increase customer satisfaction ratings;
- Increase the rate of returned parts;
- Reduce the rate of Dead-on-Arrival (DOA) parts;
- Reduce the number of Purchase Orders (PO) issued; and
- Increase profit margins.

b) Internal Communications

ITG ensures communication takes place between its various levels and functions regarding the importance of meeting the service management objectives and the need for continual improvement. This is accomplished via the following vehicles:

- 1) The Common ENTerprise REsource (CENTRE) system
REFERENCE: [CENTRE Features Datasheet, DCS#686](#) (See Appendix 3)
- 2) ITG’s Management Review Board structure
REFERENCE: [Procedure Management Review Boards, DCS#544](#) (See Appendix 14)
- 3) Planned business meetings
REFERENCE: [CENTRE, Meeting Minutes module](#)
- 4) Through e-mail and regular open forums,
- 5) Through internal documents and,
- 6) Through the ITG monthly newsletter on itgonline.com

Evidence of the discussions, options and decisions culminating from all the meetings above can be found in the meeting management module of [ITG CENTRE](#).

c) Customer Requirements***Determination of Requirements Related to Product/Service***

Prior to submitting a proposal for a contract, order receipt, contract initiation, GSA schedule or other work commencement, the Company determines as applicable, external and internal customer needs, including service and/or product requirements specified by the customer, e.g.:

- Requirements for availability, delivery and support,
- Contract requirements not specified by the customer but necessary for intended or specified use,
- Obligations related to the contract, including regulatory and legal requirements, and
- Any additional requirements as determined by ITG.

Review of Requirements Related to Product/Service*General*

It is the policy of ITG to ensure that customer requirements are fully understood and that the Company has the capability to meet them.

Review

Before the submission of a proposal or the acceptance of a customer requirement, the contract or order is reviewed by staff to ensure that:

- Requirements are adequately defined and documented,
- Differences between the contract requirements and those in the proposal or quotation are resolved,
- ITG has the capability and capacity to meet contract or order requirements, and
- If an order is received verbally, ITG ensures that the order requirements are agreed upon before acceptance and ITG documents such statements as requirements.

- END OF EXCERPT -