

INFORMATION TECHNOLOGIES SERVICE MANAGEMENT SYSTEM POLICY

To establish, operate and operate a service management system based on the ISO 20000-1 standard in order to provide the information security services offered by Siberson Bilişim Güvenliđ A.Ş. to its internal and external customers at affordable costs, based on the principle of reliable, consistent, high quality and continuous improvement, and in compliance with the relevant laws and regulations. was created for the purpose of development.

The goal to be achieved in service management and requirements is customer satisfaction. For this purpose, questioning and measurement methods to determine customer satisfaction have been put into operation on a regular basis after the services provided.

Working in a customer-oriented manner, the goal of Siberson Bilişim Güvenliđ A.Ş. is to achieve the process performance targets in each service process, to ensure business continuity of the customers it serves and to improve service processes in order to fully fulfill service level agreements and contracted customer conditions.

Gökhan MANAV – CEO

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