

EYS.PO.31 Release Date : 02.01.2023

SCOPE

As OUR COMPANY, which focuses on evaluation and management of customer demands, to achieve the standards in each service process and to improve the service processes in order to fully fulfill the Specification / Contract and Customer conditions, to carry out the following tasks with process managers and process employees.

RESPONSIBILITY

The HYS Representative and the relevant department managers who carry out OUR COMPANY's Service processes are responsible for the implementation of this policy.

APPLICATION

As OUR COMPANY, which focuses on evaluation and management of customer demands, to achieve the standards in each service process and to improve the service processes in order to fully fulfill the Specification / Contract and Customer conditions, to carry out the following tasks with process managers and process employees.

- To optimize the IT Systems infrastructure, IT services and IT support organization within the framework of "Infrastructure - Installation - Software - Service / Support Services" and Products and Services regarding the products and services that OUR COMPANY offers to its customers regarding accessibility, to provide the optimum solution to meet OUR COMPANY's activity targets, establish an availability level.

- To obtain the assets and resources that constitute IT services related to Finance, Budget and Accounting at appropriate and measurable costs. To clarify issues such as which IT service is obtained at what cost, what the cost per service, activity and user is, as well as to provide analysis reports to the management about the costs of changes in the IT infrastructure and to assist the management in the investment decision phase.

- Related to Request – Violation – Incident Management To return to normal service operation as quickly as possible and minimize adverse impact on business operation. To achieve the best possible service quality level. Entering maintenance contracted requests into the system, making plans and resolving the request and need within the promised time (determined by the contracts).

- With Change Management, to carry out all changes to the IT infrastructure of the institutions we serve and OUR COMPANY efficiently and quickly with the use of standard methods and procedures, minimizing the possible user calls that may arise as a result of the change and ensuring that the ongoing service quality is not reduced due to increased workload. To control changes and prevent them from having a negative impact, and to improve organizational operations as a result of the change.

- With Service Continuity, in the event of an interruption in IT services, making the service available again within predetermined periods and increasing the business continuity of the services provided by OUR COMPANY.

- Focusing on the management of the components (resources) that make up the IT infrastructure of OUR COMPANY with Capacity Management. When a shortage of available resources occurs, taking the necessary precautions to ensure that the computing services supported by these resources remain able to meet business requirements.

- With Configuration and Asset / Inventory Management, keeping under control all the resources and equipment under our responsibility (for OUR COMPANY and the institutions - organizations it serves) and all configuration items needed within the service processes.

- With problem management, to minimize the negative impact of incidents and problems caused by errors in the institutions that OUR COMPANY serves or within its own IT infrastructure, and to prevent the recurrence of events related to these errors.

- Planning and Implementation of New or Changed Services and ensuring that changes that may occur in the services are achievable and manageable at the agreed cost and service quality. To confirm that the newly opened services are accessible and the agreed cost and service quality are manageable.

- Ensuring the confidentiality / accessibility / integrity and continuity of information in all service transactions through Information Security Management.

- With Version Management, monitoring all software, hardware and data communication equipment in use, including version and security patches, etc., and ensuring that they are updated according to the relevant processes and using the correct versions in units and customers. Managing bulk updates.

- Establishing and maintaining good relationships between service providers and customers based on understanding customers and their businesses through Business Relationship Management.

- With Supplier Management, to ensure that the goods and service needs of the units are met from domestic and foreign markets at the most affordable prices, within the framework of the desired quantity, quality and conditions, in line with the principles of efficiency, profitability, sustainability and change. To determine the finalization of change or cancellation requests that occur during the purchasing process, to create a method for the selection and evaluation of suppliers and controls during the work execution phase.

- Planning, Changing Existing Services and Opening New Services Process to ensure that changes that may occur in services are achievable and manageable at the agreed cost and service quality. To confirm that the newly opened services are accessible and the agreed cost and service quality are manageable.

As OUR COMPANY, we undertake to take the necessary precautions regarding these matters.

EFFECTIVE DATE OF THE POLICY

This Policy entered into force on 02.01.2023