

# ITS Service Management System Policy

Version: 11

Effective Date: 4/25/2023

Last Reviewed: 8/13/2024

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## Policy Summary:

This policy defines how the Information Technology and Security (ITS) Service Management System (SMS) will be planned, established, implemented, operated, monitored, maintained, and improved. This establishes ITS Leadership commitment to ensure a set of capabilities and processes that direct and control the activities and resources for the planning, design, transition, delivery, and improvement of technology services that deliver value.

Questions regarding this policy should be directed to

Responsible Office/Dept/Committee(s):

Name	CampusAddress	PhoneNumber
Information Technology and Security, AVP Enterprise Solutions	Jenkins Technology Building, Room 381	813-257-3218
Information Technology and Security, AVP IT Operations	Jenkins Technology Building, Room 381D	813-257-5372

Responsible Executive(s):

Name	Title	PhoneNumber
Tammy Loper	Vice President Information Technology and Security	813-257-7522

PolicyManagement:

PolicyHistory:

Date	Version	
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Definitions:

ISO/IEC 20000:2018 Certification. A three-stage external audit process defined by the ISO/IEC 9001:2018:

- Stage 1 is a preliminary, informal review of the SMS that familiarizes certification auditors with the organization and vice versa.
- Stage 2 is a more detailed and formal compliance audit, independently testing the SMS against the requirements specified in ISO/IEC 20000:2018. Successful completion of this stage results in the ISMS being certified compliant with ISO/IEC 20000:2018.
- Stage 3 involves follow-up