

Service management policy

The Service Management Policy of E-Smart Systems d.o.o. Belgrade defines the fundamental framework for delivering and managing the company's IT services in accordance with the standards ISO/IEC 20000, ISO/IEC 27000, and ISO 9000.

The company develops services for the market in the following areas:

- Analysis, design, development, and maintenance of software solutions.
- Analysis, design, implementation, configuration, deployment, maintenance, and evaluation of security and IT infrastructure solutions.
- Trusted services.
- Business support applications delivered either from the cloud or as on-premises installations.

All our services comply with stakeholder requirements, applicable regulations, international standards, and best practices. They are also aligned with the seven principles of our internal service policy (LAMESMA):

- Lean – free of elements that do not provide value,
- Automated – automated wherever and to the extent automation is possible,
- Managed – governed through processes of establishment, change, monitoring, incident, and problem management,
- Easily changeable – adaptable both technically and for business needs,
- Secure – ensuring information and system security,
- Modern – based on up-to-date technologies and practices,
- Agile – responsive to customer and market demands.

The locations from which E-Smart Systems d.o.o. Belgrade delivers its services are defined in the service management plan.

The services currently recognized on the market and aligned with ISO/IEC 20000 include:

- ESS QCA – provision of trusted services,
- eITP – e-portal of the Ministry of Construction, Transport, and Infrastructure for electronic data exchange with international transport carriers,
- TACad – system for time and attendance tracking and access control,
- SM (NIS) – maintenance of corporate applications built on Microsoft technologies for the company NIS.
- eCB – hosting, development, and maintenance of the Credit Bureau software system for the Association of Serbian Banks.

These services are the result of our long-standing expertise, knowledge, and technical/business skills on one side, and customer trust on the other.

For the services we provide, the company ensures:

- Adequate technical, human, organizational, infrastructural, and communication resources,
- Management processes for external suppliers,
- Required financial support,
- Business continuity and disaster recovery,
- Continuous improvement,
- Responsibility for protecting privacy and personal data,
- Responsibility for safeguarding information in the broadest sense.

Document History:

Version	Date	Changes
1.0	15.03.2015	Initial version.
2.0	20.06.2020.	Policy aligned with the requirements of ISO/IEC 20000-1:2018
2.1	29.03.2024.	History of changes and confidentiality level label added
3.0	14.07.2024.	Updated technical terms related to IT service delivery.
3.1	22.09.2025.	Minor changes of the document

Signatures: