



General Policy

POL-MNF-0101 IT Service Management and Business Continuity Policy

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Este documento ha sido elaborado siguiendo la estructura y normas definidas en el PRG-MNF-0127-E5-ES

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IT Service Management and Business Continuity Policy

Indra, aware of the importance of guaranteeing business continuity for our customers, has set up a management committee as the highest decision-making body that will ensure, in the event of a catastrophe, whether or not to approve the activation of the continuity plan, as well as the decisions derived from it until the service is restored to the initial service conditions.

The business continuity management system is based on four fundamental pillars:

- **The protection of people** is the top priority in the event of a disaster. To this end, investment is made in staff training and coaching with regular drills to ensure that staff are trained in case of need.
- **IT assets** involved in backup solutions, which must meet business requirements in terms of recovery times and minimum service capacity.
- **The suppliers** involved in the provision of the services must participate in the drills and ensure that the continuity objectives agreed with the business are met, as they are a key stakeholder.
- **The locations** where the main and back-up IT services, operators and business users are hosted should be part of the strategic business continuity plan.

It should be noted that the continuity management system is integrated with the service management system certified under ISO/IEC 20000. The following is a brief description of the benefits provided by the service management system, the key element on which the continuity management system is based.

The service management system supports the life cycle of a service, i.e. all its phases: planning, design, transition and delivery.

In its strategy, Indra Information Systems is committed to using the service management system to have greater control over services, since standardising service management through processes makes it possible to measure them in order to objectively identify possible improvements.

The service management system focuses on the following objectives:

- **Customer orientation:** to offer quality IT services that help satisfy the current and future needs of customers by providing differential value.
- **Competitive benefit:** to improve effectiveness and efficiency in the provision, support, reliability and availability of IT services. This is expected to have a positive impact on the costs and quality of IT services and Indra's image.
- **Process-based service management:** which facilitates the organisation and coordination between the support, operation and service provision groups, as a common language is established.
- **Compliance with legal requirements:** ensuring review and compliance with laws and regulations applicable to the organisation.
- **Improving services by implementing a culture of measurement:** facilitating decision making based on analysis of data provided by IT service management tools. Seeking alignment of IT service objectives with the organisation's strategic objectives. .

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