MoMo PSB – IT Service Management Policy Statement

MoMo PSB - IT SMS Policy Statement

1. SERVICE MANAGEMENT SYSTEMS POLICY STATEMENT

We are committed to ensuring continuous service delivery and availability, promptly addressing customer inquiries and support requests, continuously improving our services through feedback analysis and performance monitoring.

We will safeguard sensitive financial data through robust security measures, adhere to Service Level Agreements (SLAs), and collaborate with stakeholders to foster effective service delivery and compliance with relevant regulatory bodies and industry standards.

Overall, the policy aims to uphold MoMo PSB's reliability, reputation, and customer satisfaction in the mobile payment industry.

➢ ITSM Processes shall be consistent across MoMo PSB

➢ Policies and procedures shall be developed to support ITSM processes.

➢ ITSM processes shall be monitored to ensure effectiveness and compliance with the respective policies and procedures.

➢ Service Management solutions, whether purchased or developed internally, shall be highly structured, modular, modernized, and automated.

1.1 Scope

The certification scope for MoMo PSB Service Management Systems (SMS) consists of all critical processes, services, products, systems, and people that support the products and services and services of MoMo PSB.

1.2 Target Audience

This document is meant for the staff of MoMo PSB and interested parties (customers, distributors, shareholders, investors, owners, insurers, government, regulators etc) and it is expected that they are familiar with the SMS processes, policies, and procedures.

1.3 SMS Objectives

1. Ensure 99.90% Application Availability of core IT Applications

2. Ensure 98% change success rate monthly

3. Achieve 90% incident resolution by ensuring that Severity 1, Severity 2, Severity 3, and Severity 4 incidents are resolved within 4 hours, 6 hours, 8 hours, and 12 hours respectively

4. Ensure 0% recurring major incidents

5. Ensure 90% Request Resolution rate within 48 hours monthly

6. Ensure 90% customer satisfaction rate