IT Service Management system Policy

The Telecommunications and Digital Government Regulatory Authority (TDRA) is an independent Federal Government entity entrusted to oversee the Telecommunications and ICT sector in the UAE.

TRA service providing departments and initiatives are committed towards delivering the IT services for the day-to-day business operations of their respective customers. The availability of the services is therefore regarded as fundamental for the successful business operation of the customers. This IT Service Management System policy is a key component of TDRA IT service framework and shall be considered along with TRA's specific and more detailed ITSMS policies, procedures, standards and guidelines.

The Director General shall have overall authority and responsibility for the implementation and management to the IT Service Management system. In particular, the Director General is committed to ensure that:

- ITSMS Scope, policy and objectives are established and communicated to interested parties
- Service requirements are identified, documented and fulfilled
- Compliance with statutory, regulatory and contractual requirements, as well as with all identified service requirements is ensured
- Sufficient resources are provided for the ITSMS based on the identified requirements for compliance with the ITSMS and adequate service provision
- Management reviews are conducted as planned
- Risks to new or changed service are managed and assessed
- Performance and improvement reports are submitted to TDRA Management

TRA shall establish a Committee (IMS Committee) to oversee and manage the ITSMS, raising awareness of IT Service Management, approving the ITSMS changes and providing guidance on the development of ITSMS policies and procedures.

An annual cycle shall be used to set service management objectives, in order to coincide with the budget planning cycle.

A clear definition of the service requirements shall be agreed and maintained with the customers of the IT service(s) so that all IT service management activities are focused on the fulfilment of those requirements.

TRA is committed to continual improvement of the ITSMS. It is through the continual improvement process that the effectiveness of this policy and its associated processes will be maintained and improved.

TRA shall follow a formal disciplinary process for employees who have allegedly violated the ITSMS policies and procedures.

TRA shall ensure that the review of the ITSMS policy and related documents is performed at least on an annual basis or when significant changes occur to ensure suitability, adequacy, and effectiveness of the framework.