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BORSA İSTANBUL A.Ş.

**POLICY ON IT SERVICE MANAGEMENT SYSTEM**

ISTANBUL – 2021

This document is a translation from its Turkish original. In case of a discrepancy, the original document in Turkish shall prevail. Borsa İstanbul A.Ş. is not responsible for translation errors.

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# Revision Records

## Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rev No: | Revision Date | Legislation Updating Request – MGT No: | Revised Articles | Revision Description |
| 1 | - | *-* | First drafting of document | *-* |

## Comparison Chart

As the document is written for the first time, there is no comparison chart.

# Purpose, Scope and Grounds

## Purpose and Scope

The purpose of this IT Service Management System Policy is to express the commitment of senior management regarding the establishment and management of an IT Service Management System conducted effectively in integration with business processes and in a manner compliant with the corporate strategy of Borsa İstanbul A.Ş.

This IT Service Management System covers principles directing the design and development of processes within the frame of TSE ISO/IEC 20000-1 IT Service Management System, and accordingly, principles regarding the design, improvement and maintenance of the related processes in line with requirements and by also taking into consideration the corporate capacities and competences of Borsa İstanbul A.Ş.

## Grounds

This Policy is prepared in accordance with Article 12 of the Articles of Association of Borsa İstanbul A.Ş.

# Definitions and Abbreviations

|  |  |
| --- | --- |
| Exchange | Borsa İstanbul A.Ş. |
| IT | Information Technologies |
| Service | Output of customer needs and requirements presented as a benefit to the customer. |
| HYS (SMS) | Service Management System |
| Customer | Internal or external stakeholders to whom services are offered. |
| TSE ISO/IEC 20000-1 BT Service Management System | This standard is an international IT service management system (SMS) standard, and covers the requirements of IT service provider in order to plan, install, realize, operate, monitor, review, maintain and improve an IT service management system. |

# Responsibilities

Within this Policy, the Exchange’s related units are responsible for management of the services under their responsibility within the framework of TSE ISO/IEC 20000-1 IT Service Management System.

# IT Service Management System Policy Principles

IT Service Management System is applied and employed for the purpose of design, installation and management of IT services of the committed quality in order to meet the business needs of the Exchange. This Policy targets the following principles:

* To ensure that service management system is conducted in accordance with TSE ISO/IEC 20000-1 standard, and to increase maturity level of the related processes; and
* To analyze the customer needs and requirements correctly, and to ensure that IT services are rendered at the targeted level; and
* To ensure that the targeted service levels are defined, monitored, measured and reported and their performances are improved in mutual agreement with the customers; and
* To identify and operate IT service continuity and availability goals and objectives with regards to the processes executed via IT infrastructures and applications; and
* To make sure that the basic and extra support services are continued safely and with minimum interruptions as far as possible; and
* To assure satisfaction of internal/external stakeholders to whom IT services are offered; and
* To analyze the resource requirements and costs of services, and to make their capacity planning; and
* To ensure that Senior Management provides the financial investment required for acquisition and development of resources needed in respect of the services offered.

# Miscellaneous and Final Provisions

No article has been repealed, and no temporary article or additional article has been added.

## Effective Date

This Policy becomes effective as of the date it is approved by the Exchange’s Board.

## Enforcement

The provisions of this Policy are executed and enforced by the CEO.