

## **IT Services Management Systems Policy:**

The IT Service Management Systems Policy for Keystone Bank aims to establish guidelines and procedures for the effective management and delivery of IT services. Its main purpose is to ensure the effective management and delivery of IT services within Keystone Bank, and it applies to all IT services provided by Keystone Bank.

This policy aims to ensure the alignment of IT services with business objectives, effective incident and change management, proactive problem resolution, accurate configuration management, resilience in the face of disruptions, and robust security measures to protect sensitive data and infrastructure.

Our IT services align with strategic business objectives, with established SLAs for our critical services in line with best practices outlined in the ISO IEC 20000:2018 standard.

We have developed standardized processes for identifying, prioritizing, and resolving IT incidents, our change management processes are formalized to manage and control changes to our systems thereby effectively minimizing business disruptions.