INFORMATION TECHNOLOGY SERVICE MANAGEMENT POLICY
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In order to fully meet the contract and customer requirements, INTECON has established the following IT Service Management Policy to achieve standards in each service process and to improve service processes in collaboration with process owners and process staff. INTECON Senior Management commits to fulfilling the requirements of this policy, complying with laws and regulations, and ensuring continuous improvement.

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IT Service Management Policy
- To optimize INTECON's IT infrastructure, IT services, and IT support organization to establish an effective level of availability that supports INTECON's operational objectives.
- To ensure that the assets and resources constituting activities/services are managed at appropriate and measurable costs, providing customer satisfaction in terms of cost-benefit.
- To ensure that requests and incidents return to normal service operations as quickly as possible and to minimize the adverse impact on business. To resolve requests and incidents within the committed SLA timeframes.
- To carry out changes efficiently and quickly through methods and procedures, to control changes, prevent negative impacts, and improve organizational operations according to the changes made.
- To restore interruptions that may arise during software development and support activities to reusable status within committed SLA periods.
- To ensure that the assets forming the technological infrastructure used during software development and support activities remain capable of meeting business requirements.
- To minimize the negative effects of problems encountered during development and support activities and to prevent the recurrence of incidents related to these errors.
- To ensure that the versions of the software offered to customers through the Management Process for release and distribution activities remain up to date in accordance with laws/regulations and accepted customer improvement requests.

INTECON IT Service Management Objectives
- To enhance the efficiency and productivity of customers' business processes with uninterrupted and high-quality service in the field of Electronic Data Transfer.
- To ensure the uninterrupted exchange of e-documents between customers and their business partners at the lowest cost via the web platform.
- To automate our customers' e-document receiving and sending processes within the scope of our integration services in the most appropriate way, enabling them to save time and labor.
- To ensure the accuracy of the data obtained through e-document transfer via the information update tool.