



INTEGRATED POLICY

IMS-DOC-52-01

Rev. 3.1

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IMS- INTEGRATED MANAGEMENT SYSTEM

INTEGRATED POLICY



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1 CLASSIFICATION AND DOCUMENT REVIEWS

DOCUMENT CONFIDENTIALITY CLASSIFICATION					
Confidential		Internal		Public	x
REVIEW STATUS					
Rev. N°	Date	Reason of the review	Processed	Verified	Approved
2	16/01/2023	Update for SI integration	IMS Manager	SC Manager	MGT
3	14/07/2023	Update after audit 13/07/23	IMS Manager	SC Manager	MGT
3.1	25/07/2023	Update after audit 18/07/23	IMS Manager	SC Manager	MGT

2 INTRODUCTION

This policy summarizes the commitment, expressly declared by the organization, to satisfy the requirements of the standards UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, ISO/IEC 20000-1:2018, UNI CEI EN ISO/IEC 27001:2022, ISO/IEC27017:2015 and ISO/IEC 27018:2019 and to continuously improve effectiveness by evolving towards an integrated management system for quality, environment, service and information security, in order to protect customer data, corporate reputation and success in the field of design, development, evolutionary maintenance, provision and support for IT infrastructures, applications and cloud services provided in Saas mode (software as a service), consultancy services for regulatory compliance and technical services for assistance and IT security.

3 AIM

This document defines how, through the integrated policy, the organization aims to improve the satisfaction of current customers and, at the same time, to get and retain new customers as well as to guarantee the requirements for information security and compliance with service level agreements, contractual obligations and mandatory requirements.



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4 INTEGRATED POLICY

4.1 Mission

Infoteam S.r.l. has been active in the field of information technology for over 20 years, harmoniously combining skills, creativity and innovation, development and sustainability, passion and enthusiasm with the most innovative business solutions.

Our strategic mission consists of the provision of consultancy services to support our customers in technological innovation and in the delicate task of combining compliance with mandatory and regulatory, technical, contractual and internal requirements with the need to ensure efficiency, effectiveness and continuity of the business processes.

The provision of our services necessarily involves the processing of personal data of our customers and their data subjects, the production of information and specialized know-how, which represent an important information asset, the main resource to correctly manage relationships with customers, in order to plan the continuous innovation of the offer and guarantee the quality of the service to the customers; for this reason it must be adequately protected with a constant balance between the level of risk accepted and the corresponding degree of protection required.

Infoteam intends to continue in the process of strengthening its presence in the ICT market at a local and national level, positioning itself as a reference for saas software solutions and technical support and consultancy services on IT security for private companies and public administration and has set the objective of certifying these services also according to the standards of ISO/IEC 27001:2022, ISO/IEC 27017 and ISO/IEC 27018:2019 by integrating them with the standards already certified and consolidated.

To achieve this objective, the company has deployed important resources, both from a financial and professional point of view, to guarantee the satisfaction of the expectations and requirements of customers. This is a founding principle of the company's commercial and productive action and of the continuous improvement of the integrated management system.

Infoteam commitment to maintain a high security level of the cloud services, also provided through certified and/or compliant suppliers, is expressed in a specific information security policy in the management of cloud services, made available through the company web channels.

Infoteam will continue its commercial activity both in Italy and abroad, in strengthening the relationships with leading companies in Italy in the IT and cyber security fields, in the management of the customers from the first contact to the development of the project, in the implementation of a training plan that continuously involves all company



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resources.

4.2 Objectives

The main objectives of Infoteam integrated management system are:

- a) Optimization and efficiency of the company processes in order to pursue the effectiveness and efficiency of its management system.
- b) Satisfaction of the needs and requirements of the customer and other interested parties.
- c) Optimization of the professionalism and involvement of the staff in the pursuit of company objectives.
- d) Operating according to a risk management logic, orienting the choices to minimize the risks relating to company processes.
- e) Guarantee of the adequate technological and professional resources for the continuous improvement of the integrated management system.
- f) Promoting a culture of quality, environment, service and information security by involving all the staff in the pursuit of a continuous improvement.
- g) Strengthening the awareness of human resources working in the organization on the importance of data protection and information security.
- h) Ensuring that the services provided meet customer requirements, including information security standards and response times.
- i) Maintaining a high level of security, availability and reliability of cloud services by defining roles and responsibilities in the supplier management procedures.
- j) Ensuring that customers are transparently informed of the security measures applied to cloud services.
- k) Paying particular attention to the information security in the management of the service providers that fall within the scope of the certification.
- l) Guarantee of the confidentiality, integrity and availability of information, as well as the resilience and the operational continuity.
- m) Protecting information from unauthorized access, manipulation, damage or loss.
- n) Continuous improvement of the effectiveness of processes and services, through the definition of objectives, the measurement of performance and the technological innovation.
- o) Maintaining the compliance with standards in the design, development, delivery, evolutionary maintenance and technical support for saas (software as a service)



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cloud services, consultancy services for regulatory compliance and technical services of assistance and IT security.

- p) Ensuring a timely resolution of incidents and an effective management of the customer requirements.

4.3 Responsibility

The responsibility for the correct functioning of the integrated management system is shared among all employees of Infoteam S.r.l. The Integrated Management System Manager will be responsible for overseeing and implementing of the established policies. The Management will remain in contact with the data protection and information security competent authorities in order to guarantee an active collaboration in resolving problems and ensure a continuous improvement of the services provided.

Furthermore, Infoteam will improve contacts with special interest groups and will continue to actively participate in specialized events on information and cyber security. In support of the objectives set by the Management employees and collaborators will have to:

- Understand and follow the procedures and the guidelines defined for the management of the service.
- Contribute to the continuous improvement of processes and services through suggestions and active participation.
- Monitor, report any non-conformity and promptly communicate any problem or violation of service standards to the quality, environment, service and information security IMS Manager.

4.4 Performance monitoring and measurement

Infoteam will carry out regular monitoring and performance measurements to evaluate the achievement of the objectives of the Integrated Management System and to identify areas for improvement based on objectives for quality, service, environment and information security.

4.5 Training and awareness

Infoteam will provide to the staff training and information on the Integrated Management System about the correct management of activities in relation to quality, environment, services and information security.



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4.6 Policy update

This policy will be subject to periodic review to ensure its continuing effectiveness and it will be made available to the interested parties internally, through the company intranet, and externally, through the company website.