Information Technology Policy

ServiceFM provides high-quality, integrated facility services to a broad range of industry sectors.

Our business model recognises that Everything's Connected, and we provide flexible, transparent, and scalable services to meet the needs of our clients in all regions of Australia.

This policy is intended to provide an information technology (IT) infrastructure to assist in the efficient and professional delivery of our products and services.

This policy applies to all ServiceFM employees, workplaces, and work activities.

ServiceFM is committed to using information technology that will provide the highest quality technology-based services to deliver both strategic vision and solutions to support business excellence, administrative decision making and operational effectiveness.

To demonstrate our commitment ServiceFM will:

- Develop and maintain an adaptive IT and communications infrastructure that meets the objectives of ServiceFM in an efficient and effective manner
- Identify and respond to the changing IT needs of ServiceFM through responsible collaboration and innovation
- Facilitate the collection, storage, security, and integrity of electronic data while ensuring appropriate access
- Evaluate and implement emerging technologies to solve problems and enhance processes and services
- Provide fast and reliable access to all IT systems
- Deliver and maintain secure and reliable information technologies to meet the changing needs of ServiceFM
- Provide training and development in the use of technology to increase the productivity, efficiency, and communication expertise of all employees
- Implement IT solutions that deliver long term organisational benefits, based upon ServiceFM and customer requirements.
- Maintain and continually improve a management system that incorporates IT security management using best practice principles

James Pollock – CEO   Date: 01/04/2021

POLICY – Information Technology

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