


HİZMETE ÖZEL

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	Prepared by	PROJECT MANAGEMENT AND PLANNING DIRECTORATE	
	Approved by	BOARD OF DIRECTORS	

BORSA İSTANBUL A.Ş.

IT SERVICE MANAGEMENT SYSTEM POLICY

ISTANBUL – 2024

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LIST OF INDEX

1. Revision Records 3
 1.1 Revision History 3
 1.2 Comparison Chart 3
2. Purpose, Scope and Grounds 3
 2.1 Purpose and Scope 3
 2.2 Grounds 4
3. Definitions and Abbreviations 4
4. Responsibilities 5
5. IT Service Management System Policy Principles 5
6. Miscellaneous and Final Provisions 5
 6.1 Effective Date 5
 6.2 Execution 5
APPENDICES 5
Appendix-1 : Comparison Table (Changes dated 05.07.2023) 5

1. Revision Records

1.1 Revision History

Rev No:	Revision Date	Revised Articles	Revision Description
-	-	First drafting of document	-
1	05/07/2023	The entire document has been reviewed, and the scope statement in the certificate has been added.	Regular control and inspection.
2	21/02/2024	Entire document	Regular control and inspection.

1.2 Comparison Chart

The comparison chart of the document can be found in Appendix-1.

2. Purpose, Scope and Grounds

2.1 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.

All IT Services, addressed in the service catalogue and delivered by Borsa İstanbul A.Ş. İstinye Campus (Main Campus) and at the office facility and The Disaster Recovery Operation Center in Yenibosna Campus to its internal and external stakeholders include:

- Information Management Application Development
- Project Management
- System Management
- System Operations
- Enterprise Solutions
- IT Network and Security Management
- Market Systems Application Development

And supporting them;

- Process and Planning Service
- Project Management Service
- Application Infrastructure Service
- Data Warehouse Service
- Active Directory and Database Service
- Server and Virtualization Service
- IT Helpdesk Service
- Application Management Service
- Data Center Management Service
- Corporate Solutions and Business Intelligence Service
- Enterprise Solutions Application Development Service
- Network Management Service
- Infrastructure Security Service
- Index Applications Service
- Surveillance Applications Service
- Precious Metals and Diamond Markets Service
- Communication Channels Service
- Trading Systems Service
- BISTECH Enterprise Architecture Services

All IT services and products, and all processes that support them, are in the scope of the IT Service Management.

2.2 Grounds

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

3. 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.
SMS	Service Management System
Customer	Internal or external stakeholders to whom services are offered.
TSE ISO/IEC 20000-1 IT 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.

4. 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.

5. 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.

6. Miscellaneous and Final Provisions

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

6.1 Effective Date

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

6.2 Execution

The provisions of this Policy are executed and enforced by the Chief Executive Officer.

APPENDICES

Appendix-1 : Comparison Table (Changes dated 05.07.2023)

Old Version	Current Version
2.1 Purpose and Scope The purpose of this IT Service Management System Policy is to express the commitment of senior management regarding the	2.1 Purpose and Scope The purpose of this IT Service Management System Policy is to express the commitment of senior management regarding the

<p>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.</p> <p>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.</p>	<p>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.</p> <p>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.</p> <p>All IT Services, addressed in the service catalogue and delivered by Borsa İstanbul A.Ş. İstinye Campus (Main Campus) and at the office facility and The Disaster Recovery Operation Center in Yenibosna Campus to its internal and external stakeholders include:</p> <ul style="list-style-type: none"> • Information Management • Application Development • Project Management • System Management • System Operations • Enterprise Solutions • IT Network and Security Management • Market Systems Application Development <p>And supporting them;</p> <ul style="list-style-type: none"> • Process and Planning Service • Project Management Service • Application Infrastructure Service • Data Warehouse Service • Active Directory and Database Service • Server and Virtualization Service • IT Helpdesk Service • Application Management Service
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	<ul style="list-style-type: none">• Data Center Management Service• Corporate Solutions and Business Intelligence Service• Enterprise Solutions Application Development Service• Network Management Service• Infrastructure Security Service• Index Applications Service• Surveillance Applications Service• Precious Metals and Diamond Markets Service• Communication Channels Service• Trading Systems Service• BISTECH Enterprise Architecture Services <p>All IT services and products, and all processes that support them, are in the scope of the IT Service Management.</p>
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