GTSC
Government Technical Services Corporation

GTSC SUBSIDIARIES

ADVANTAGE ENGINEERING & IT SOLUTIONS | Datawiz | GTSC Talent Solutions | Global Science & Technology, LLC | THE BOWEN GROUP

Service Management Policy Statement

GTSC's Service Management Policy is to deliver reliable, secure and measurable information technology services that meet customer and business requirements, and to continually improve those services and the Service Management System that supports them.

GTSC maintains its Service Management System in accordance with ISO/IEC 20000-1 to ensure consistent and effective service delivery by:

- Meeting all applicable service, customer, contractual, statutory and regulatory requirements.
- Establishing and reviewing service management objectives that provide a framework for planned, controlled and measurable service delivery.
- Planning, monitoring and reviewing service performance, availability, capacity and continuity against agreed service levels.
- Coordinating with suppliers and internal teams to resolve incidents, service requests and problems promptly and effectively.
- Continually improving the suitability, adequacy and effectiveness of the Service Management System and the services it delivers.

Generative AI Service Management Statement

Where generative artificial intelligence (GenAI) technologies are used in service delivery, GTSC governs their use by:

- Using only GTSC-approved GenAI tools to support service desk, service management and service delivery activities.
- Requiring human review and validation of GenAI-generated outputs, including ticket responses, knowledge articles, reports and configuration changes, before they are implemented, used or delivered to customers.
- Managing GenAI tools as services and suppliers within the Service Management System, including change and supplier controls.
- Reporting and resolving GenAI-related incidents, errors or misuse through the service desk and established incident and corrective action processes.
- Prohibiting the input of customer, confidential or sensitive information into unapproved GenAI tools.