

# IT SERVICE MANAGEMENT POLICY



**Ascenty**  
A Digital Realty and Brookfield Infrastructure JV

Ascenty strives to deliver quality services based on the scope and deadlines established by the customer, guided by an ethical and professional conduct of all employees. Ascenty is responsible for:

- ✔ Offering employees a training and development plan built around business needs;
- ✔ Adopting service processes based on best market practices and a model of continuous improvement;
- ✔ Using tools that support standardized IT management and guarantee quality and satisfaction across all services delivered.