Accountability Chart

eos, accountability-chart, organization, leadership

The **Accountability Chart** maps each organizational seat to its responsibilities and who fills it. It's maintained in the Unicis internal system and reviewed quarterly.

→ View Full Accountability Chart (Internal)

SMS & ISMS Role Assignments (October 2026)

As Unicis pursues **ISO 20000-1:2018** (Service Management System) and **ISO 27001:2022** (Information Security Management System) certification, the following role assignments are effective:

Seat	SMS Role (ISO 20000-1)	ISMS Role (ISO 27001)	Responsibility
CEO (Predrag)	**SMS Sponsor / Service Strategy Owner**	**ISMS Sponsor / Information Security Policy Approval**	Oversees both systems; approves policies and budgets; reviews metrics quarterly
CTO (Peter)	**Service Delivery Owner, Incident Response Lead**	**Information Security Implementation, Technical Controls Lead**	Technical lead for service reliability and security; manages incidents, vulnerabilities, deployments
Operations (Alexander)	**Support Manager, Change Management Owner**	**Access Control Manager, Incident Escalation Lead**	Operational responsibilities for service delivery; manages user provisioning and support escalation
Marketing (Ksenija)	**Communications & Stakeholder Updates Lead**	**Security Awareness & Training Lead**	Supports communications around service updates and security awareness training

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What These Roles Mean

SMS (Service Management System) Roles

Per **ISO 20000-1:2018**, the SMS requires:

- **SMS Sponsor** (Predrag) — Owns the SMS as a whole; ensures it delivers value and gets resources
- **Service Delivery Owner** (Peter) — Accountable for incident response, problem management, capacity planning, deployment success
- **Support Manager** (Alexander) — Owns customer support interactions; escalates critical issues; manages response SLAs
- **Communications** (Ksenija) — Communicates service updates and SLA performance to stakeholders

Related Metrics: Scorecard #6, #11, #12, #14 (uptime, incident response, patches, deployments)

ISMS (Information Security Management System) Roles

Per **ISO 27001:2022**, the ISMS requires:

- **ISMS Sponsor** (Predrag) — Owns information security direction; approves policies; allocates security budget
- **Information Security Implementation** (Peter) — Implements technical security controls; manages vulnerabilities; leads incident investigation
- **Access Control Manager** (Alexander) — Manages user access requests, approvals, and deprovisioning; tracks access control compliance
- **Security Awareness Lead** (Ksenija) — Delivers security training and awareness to team

Related Metrics: Scorecard #9, #12, #13 (security alerts, patch deployment, access provisioning)

How These Roles Support Commitments

Commitment	Owner	How It's Measured
99% Platform Uptime	Peter (Service Delivery)	Scorecard #6 — Real-time uptime %
2-hour P1 Response	Peter + Alexander (Incident Response)	Scorecard #11 — Avg response time
8-hour P2 Response	Alexander (Support Manager)	Scorecard — Avg response time
7-day Patch Deployment	Peter (Security Implementation)	Scorecard #12 — Days to deploy
1-day Access Provisioning	Alexander (Access Control)	Scorecard #13 — Days to provision
99% Deployment Success	Peter (Service Delivery)	Scorecard #14 — Success %

See Service Performance Scorecard for real-time performance.

Related Documentation

Standards & Certifications:

- ISO 20000-1:2018 Overview — Service Management System
- ISO 27001:2022 Overview — Information Security Management System
- Information Security Policy — Security commitment details
- Service Strategy & Commitments — Service delivery commitments

Performance & Governance:

- Scorecard — Real-time role metrics and targets
- Quarterly Planning & Reviews — How roles review performance
- Risk Assessment Framework — How roles manage risks

Policies & Procedures:

- Document Control Procedure — How policies are approved and maintained
- IT Security Policy — Detailed security procedures

Quarterly Accountability Review

Each quarter (Q1/Q2/Q3/Q4), role owners review:

- Their assigned metrics on Scorecard
- Performance against Service Strategy commitments

- Changes needed for ISO 20000-1 or ISO 27001 compliance
- Updates to the Full Accountability Chart (internal)

Results are discussed in Quarterly Planning Sessions.

← Trust Center | Scorecard →

Last reviewed: October 2026 — next review: Q4 2026 (SMS/ISMS roles added)

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