

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 Owner	Information Security Implementation, Incident Response Lead	Technical lead for service reliability and security; manages incidents, vulnerabilities, deployments
Operations (Alexander)	Support Manager, Change Management	Access Control Manager, Incident Escalation	Operational responsibilities for service delivery; manages user provisioning and support escalation
Marketing (Ksenija)	Communications & Stakeholder Updates	Security Awareness & Training Lead	Supports communications around service updates and security awareness training

What These Roles Mean

SMS (Service Management System) Roles

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

ISMS (Information Security Management System) Roles

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

Related

- [ISO 20000-1:2018 — Service Management](#)
- [ISO 27001:2022 — Information Security](#)
- [Scorecard — Performance metrics by role](#)
- [Traction & Quarterly Planning](#)

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

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