**Contents**

[1. Purpose 3](#_Toc111210666)

[2. Roles and Responsibilities 3](#_Toc111210667)

[2.1 Service Owner 3](#_Toc111210668)

[3. Service Strategy 3](#_Toc111210669)

[3.1 Service strategy plan and business case 3](#_Toc111210670)

[3.2 Strategic Initiatives 4](#_Toc111210671)

[4. Service Design Activities 5](#_Toc111210672)

[4.1 Requirements Specification 6](#_Toc111210673)

[4.2 Service Design Identification 7](#_Toc111210674)

[5. Service Level Agreements 7](#_Toc111210675)

[6. Service Catalog 7](#_Toc111210676)

[7. Continual Service Improvement 8](#_Toc111210677)

[7.1 Internal Audit 8](#_Toc111210678)

[8. Key Performance Indicators 9](#_Toc111210679)

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# Purpose

The purpose of this document is to ensure that the service is delivered in a consistent and reliable manner that meets the needs of the customer. It is important to involve all stakeholders in the development of the service management plan, as they will all have a role to play in the delivery of the service.

# Roles and Responsibilities

The process owner establishes responsibility and guarantees there is a balance between the crucial elements of service management, such as People, Technology (Tool), Process, and Steering, the Process Owner assumes ownership over the Process.

Summary of Process Owner duties include, but are not limited to:

* Accountable for overall process quality and collaborates with line managers to ensure that resources are accessible and properly educated.
* Define and monitor key performance indicators
* Provide awareness and guidance related to the process and address any process issues.
* Identifies opportunities for improvements.

## Service Owner

Service owners are responsible for reviewing the service on a weekly, monthly or annual basis. They are responsible for reviewing the activities for specific services.

* Developing and implementing the service management plan
* Involve in negotiating the SLAs
* Monitor the service meets the requirements
* Work on continual service improvement

# Service Strategy

Strategy Management for IT Services defines a standardized process for building strategic assets with vision, strategic goals, innovation, value creation, and a resilient attitude for adopting new changes.

Its focus is to define the market, propose the service offerings, develop the service offerings as strategic assets, execute the developed offerings, also measure and evaluate the strategies.

Strategy Generation for IT Services is the most critical process for the long-term sustainability of the organization’s offerings.

## Service strategy plan and business case

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Initiative** |  | | | | |
| **Description** |  | | | | |
| **Potential Benefits** | | | **Risks** | | |
|  | | |  | | |
| **Potential Benefits** | **Aggressive** | | **Realistic** | | **Conservative** |
| **Financial** |  | |  | |  |
| **Business Benefit 1** |  | |  | |  |
| **Business Benefit 2** |  | |  | |  |
| **Business Benefit N** |  | |  | |  |
| **Risk** | | **Description, Impact and Probability of occurrence** | | **Potential Remedy** | |
|  | |  | |  | |
| **Investments Required** | | | | | |
|  | | | | | |
| **ROI** | **Total Cost of Ownership** | | **Payback Period** | | **IRR (Internal Rate of Return)** |
|  |  | |  | |  |
|  |  | |  | |  |
| **Key Performance Indicators** | | | | | |
| **Business Sponsor** | **IT Sponsor** | | **Implementation Owner** | | **Sourcing Option** |
|  |  | |  | |  |

## Strategic Initiatives

For each Strategic initiative provide the following description. Describe the following in detail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Initiative** |  | | | |
| **Description** |  | | | |
| **Service Area** |  | | | |
| **Category (Critical, Medium, Non-Critical)** |  | | | |
| **Objectives** | | | | |
|  | | | | |
| **Contribution to key Outcomes** | | | **Existing Arrangements** | |
|  | | |  | |
| **Recommendations** | | | | |
| **Minimum** | | **Desirable** | | **Optional** |
|  | |  | |  |
| **Assumptions and Dependencies** | | | **Critical Success Factors** | |
|  | | |  | |

# Service Design Activities

The service design includes the following activities:

* Design coordination- All service design efforts, processes, and resources must be coordinated. Design coordination ensures that new or altered IT services, service management information systems, architectures, technology, procedures, information, and metrics are designed consistently and effectively.
* Service catalog- To guarantee that a Service Catalogue is created and maintained that contains correct information on all operational services as well as those that are being readied to go live. All other Service Management processes rely on information from the Service Catalogue Management process: service details, status, and interdependencies across services.
* Service level agreements- Negotiate Service Level Agreements with clients and create services to meet the agreed-upon service level goals. Service Level Management is also in charge of assuring the accuracy of all Operational Level Agreements and Underpinning Contracts, as well as monitoring and reporting on service levels.
* Capacity management- To ensure that IT services and infrastructure can meet agreed-upon service level targets in a cost-effective and timely manner. Capacity management considers all resources required to supply the IT service and makes plans for short, medium, and long-term business needs.
* Availability management- All components of IT service availability must be defined, analyzed, planned, measured, and improved. Availability Management oversees making sure that all IT infrastructure, procedures, tools, roles, and so on are up to the task of meeting the agreed-upon availability targets. Single point of failure components and how they fail are analyzed.
* IT service continuity management- To control hazards that could have a significant impact on IT services. By minimizing the risk of catastrophic events to an acceptable level and planning for the recovery of IT services, ITSCM ensures that the IT service provider can always offer minimum agreed Service Levels. Business Continuity Management should be supported by ITSCM.
* Supplier management- To ensure that all contracts with suppliers support the needs of the business and that all suppliers meet their contractual commitments.
* Information security management- Information security management can be used in service design to identify and mitigate risks to information assets. When designing a new service, businesses should consider how they will protect the information associated with the service. This includes both customer data and company data. Customer data may include items such as names, addresses, and credit card numbers. Company data may include items such as financial records and trade secrets. It is important to note that not all risks can be mitigated. To reduce risks and the effects of human error, ITIL advises installing a set of five safeguards and controls:
  + Preventive actions
  + Reduced-impact actions
  + Detective actions
  + Repressive actions
  + Corrective actions

## Requirements Specification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service level requirements** | **Functional requirements** | **Information security requirements** | **Architectural requirements** | **Compliance requirements** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Service Design Identification

|  |  |
| --- | --- |
| **Name** |  |
| **ID** |  |
| **Version** |  |
| **Technology** |  |
| **Service specification ID** |  |
| **Description** |  |
| **Keywords** |  |
| **Architects** |  |
| **Status** |  |

# Service Level Agreements

A service level agreement (SLA) is a written contract between a client and a service provider that outlines the service to be offered and the service targets that specify how it will be delivered. A service-specific SLA will need to be established with the client if the corporate SLA is unable to fulfill the individual service. SLAs should cover some of the important contents:

* Description of the service
* Service hours and exceptions
* Scheduled service interruptions
* Customer responsibilities
* Service provider liability and obligations
* Escalation and notification procedures
* Service targets
* Workload limits
* Details on charging
* Actions to be taken in case of incidents or disasters
* Glossary of Terms

# Service Catalog

A service catalog is a list of all live user/customer-facing services offered along with relevant information about these services. The service catalogue should be publically available and easily accessible by users/customers.

The following details should be included in the service catalogue:

* Service Name
* Value
* Service Description
* Consumer or Service Target
* Contact Information for the service (at least an email address)
* Service Category
* Link to More Information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service Name** | **Value** | **Service Description** | **Service Target** | **Service category** | **Service Contact information** |
| API Integration | **High** | Intergrade API to web services | Generate 200 GB data in webs server | Cloud | Service desk |
|  |  |  |  |  |  |
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# Continual Service Improvement

Continually Improving Service Management wants to make services and procedures more effective and efficient. The following activities to be included are:

* Service Review: Regularly evaluate infrastructure and business services. When necessary, this approach aims to raise service standards; alternatively, it looks for ways to deliver services more cheaply.
* Process evaluation: Routinely assess processes. This entails locating those areas where the desired process metrics are not being attained and doing routine benchmarking, audits, maturity evaluations, and reviews.
* CSI's definition Efforts: based on the findings of service reviews and process evaluations, specify particular initiatives aimed at improving services and processes. The initiatives that result are either internal initiatives the service provider pursues on his own or initiatives that call for the client's assistance.
* Monitoring CSI Initiatives: ensure that improvement initiatives are progressing as intended, and  introduce corrective measures where necessary

## Internal Audit

An internal auditor must be chosen to conduct an annual audit of ITSM processes and procedures in order to guarantee ongoing compliance and practice improvement.

# Key Performance Indicators

* New Planned services: The percentage of new services that are created after a strategy review
* Unplanned New Services: The percentage of new services that are created independently of strategic reviews
* New customers acquired: Number of recent customers acquired
* Customers Lost: Number of lost customers due to competition.
* Services covered by SLA’s: Number of services covered by SLA’s
* Services covered by SLA’s: Number of Services whose SLAs are supported by corresponding OLAs/UCs
* Monitored SLAs: Number of Services/SLAs whose weak points and mitigation strategies are tracked and reported
* SLAs’s under review: The number of services and SLAs that are periodically reviewed
* Service Level Fulfillment: The number of Services/SLAs when the agreed-upon Service Levels are met
* Number of Service Issues: Number of Service Provision Issues, which are identified and addressed in the service improvement plan