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**Document Control**

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# **Example of a Small IT Department Structure**

Multiple jobs can be mixed as demonstrated for a small department. Despite being small, the individuals are accountable for many services and processes. It is a straightforward construction.

**IT Director**

**Information Security**

**System Development**

**Service Delivery**

**System Support**

**Design and Development**

**Testing**

**Service Desk**

**Process Management**

**Service Desk**

**Service Desk**

**Network Admins**

**Application Support**

# **Example of Large IT Department**

Dedicated service and process roles can be given to people and teams as needed in a big department, allowing for specialisation. Be careful to avoid developing a silo mentality and complexity that is handled because of the numerous connections between different units and people.

**CIO**

**Personal Assistant**

**Information Security**

**System Development**

**Service Delivery**

**Service Architecture**

**Applications Management**

**Infrastructure Management**

**Operations Management**

**Projects office**

**Development**

**Testing**

**Change Evolution**

**Service Desk**

**Incident Management**

**Change Management**

**CSI Manager**

**Business Relationship Manager**

**Supplier Relationship Manager**

**Enterprise Architecture**

**Financial Analyst**

**Demand Analyst**

**Capacity Manager**

**Availability Manager**

**Continuity Manager**

**Enterprise Systems Support**

**ITSM Systems Support**

**System Administrators**

**Database Administrators**

**Database Administrators**

**Data Centre Management**

**Network Operations Centre**

**Service Operations Centre**

**Security Operations Centre**

## **Roles in IT service management**

|  |  |
| --- | --- |
| **R – Responsible** | The person or people responsible for correct execution |
| **A – Accountable** | The person who is responsible for quality and output. Each task can only have one person responsible for it. |
| **C – Consulted** | The individuals whose input is sought after and who are consulted. They participate by contributing their knowledge and information. |
| **I - Informed** | Those who are informed of developments. They are informed about the quality and efficiency of the procedure |

Depending on the organisational context, responsibilities in ITSM can be grouped or blended in a variety of ways:

* Certain roles have direct contact with people (front facing).
* Others only deal with technology directly (back end).
* Some positions combine the two dependents on their specialisation.
* Other positions have a direct connection to the processes and services involved.

# **Example for Position of Service Desk In organisation**

The Service Desk is also responsible for ensuring that all customers receive a consistent level of service. To do this, the Service Desk needs to have a good understanding of the organisation's service offerings and how they are delivered.

**Service Delivery**

**Service Transition**

**Service Operations**

**Operational Engineering**

**Service Improvement**

**IMAC**

**Change Management**

**Service Validation**

**Release Management**

**Infrastructure Monitoring (24\*7)**

**Service Restoration**

**Service Desk**

**Global Service Desk Coordinator**

**Senior Engineers**

**Problem Management**

**Service Improvement**

**Service Level Management**

**Tactical Service Mgt**

**Quality and Security**

**Reporting and Support**

**L1 Support**

**L2 Support**

**L3 Support**