



SERVICE MANAGEMENT SYSTEM

Service Management System – General requirements		
MR	Management Responsibility <i>(must be “Top Management”)</i>	<p>MC Mngt. Commitment: scope, policy, objectives, plan, resources, reviews risks - estab. & comm.</p> <p>SMP Service Mngt. Policy: acts as framework, fit 4 purpose, gets reviewed; incl. commitments to meet SLR, improve SMS & services & communicate to and make aware SP staff</p> <p>ARC Define/maintain ITSM Authorities, Responsibilities. Estab./impl. Communication procedures</p> <p>MR Appoint Mngt. Rep. with authority/responsibility to: fulfil SLR, assign auth/resp for design, impl. & improve processes according to policy and objectives; integrate SM processes with SMS, meet statute/regulatory/contract reqs. MR reports to top management on perf./improve to processes and SMS</p>
GoP	Governance of Processes <i>(conducted by other parties)</i>	<p>A Accountability for processes & authority to require adherence to processes</p> <p>DIM Controlling Definition of processes, Interface to other processes and Measuring process performance and compliance</p> <p>I Planning and prioritising process Improvements</p>
DM	Documentation Management <i>(Documents and records)</i>	<p>EM Establish and maintain docs. incl. SLA and service catalogue + POPPP: Policies, Objectives, Plans, Processes, Procedures</p> <p>CD Control Docs with documented procedure to: create/approve/comm./review/revise/maintain/version-control/prevent obsol. doc. use/control external doc. labelling and use</p> <p>CR Control Records to demonstrate compliance. Documented procedure to define record controls</p>
RM	Resource Management	<p>PR Provide human/tech/info/financial resources to run SMS, services and improvements</p> <p>HR Competent staff in place: understand competence & training; maintain training recs. + raise awareness to staff of their contribution to ITSM objectives and fulfilling service requirements.</p>
EI	Establish & Improve the SMS	<p>DS Define Scope: geography of SP locations/customer locations/technology used</p> <p>PDCA Plan SMS, Do SMS (Implement/ operate), Check SMS (monitor/review), Act SMS (maintain/review) <u>P</u>lan → <u>D</u>o → <u>C</u>heck → <u>A</u>ct</p>
Design and Transition of New or Changed Services (DAToNoCS)		
Plan → Design & develop → Transition each new or changed service.		
ISO 20000 Processes		
<p align="center">Service Delivery Processes (6)</p> <ul style="list-style-type: none"> <li style="width: 33%;">• Capacity Management <li style="width: 33%;">• Service Level Management <li style="width: 33%;">• Information Security Management <li style="width: 33%;">• Service Continuity and Availability Management <li style="width: 33%;">• Service Reporting <li style="width: 33%;">• Budgeting & Accounting for services 		
<p align="center">Control Processes</p> <ul style="list-style-type: none"> <li style="width: 33%;">• Change Management <li style="width: 33%;">• Configuration Management <li style="width: 33%;">• Release & deployment Management 		
<p align="center">Relationship Management Processes</p> <ul style="list-style-type: none"> <li style="width: 33%;">• Incident & Service Request Management <li style="width: 33%;">• Business Relationship Management <li style="width: 33%;">• Problem Management <li style="width: 33%;">• Supplier Management 		

Process Governance of processes when using suppliers (Management Control) (Must be able to demonstrate “A DIM I” to gain Certification)		
A	<u>A</u> ccountability	Accountability for processes & authority to require adherence e.g. for information security policy
DI	<u>D</u> efinition & <u>I</u> nterfaces	Controlling definition of processes & interfacing of processes
M	<u>M</u> etrics	Definition & measurement of metrics of performance & compliance
I	<u>I</u> mprovements	Controlling planning & prioritisation of process improvements