

*Capability
Architects*

Service Management Process Model



Introduction

Welcome

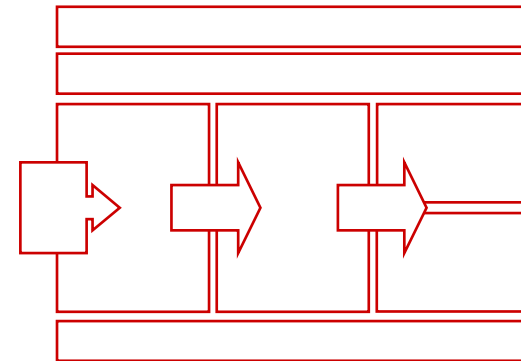
This presentation defines an integrated suite of top-level processes from which a generic but comprehensive service management organisation might be designed.

It includes the full range of processes: strategy, business development, service management, operations and support, including an integrated improvement process.

If you would like to know more about these processes or to discuss their implementation, our contact details can be found on the final slide.

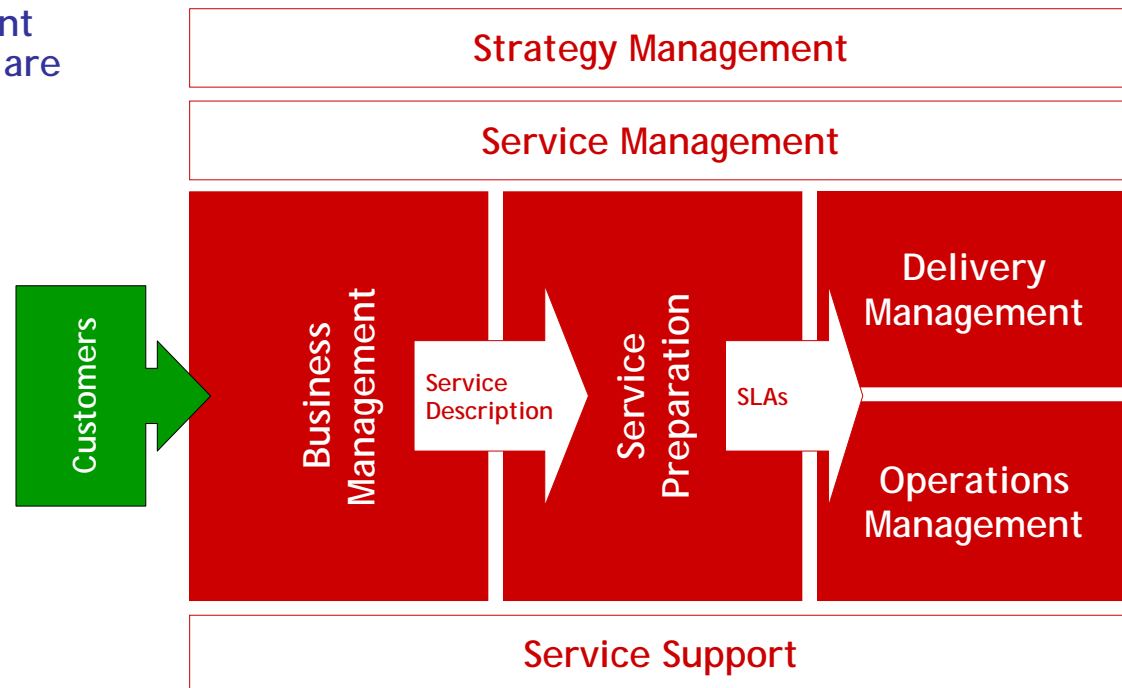
Thank you.

Capability Architects



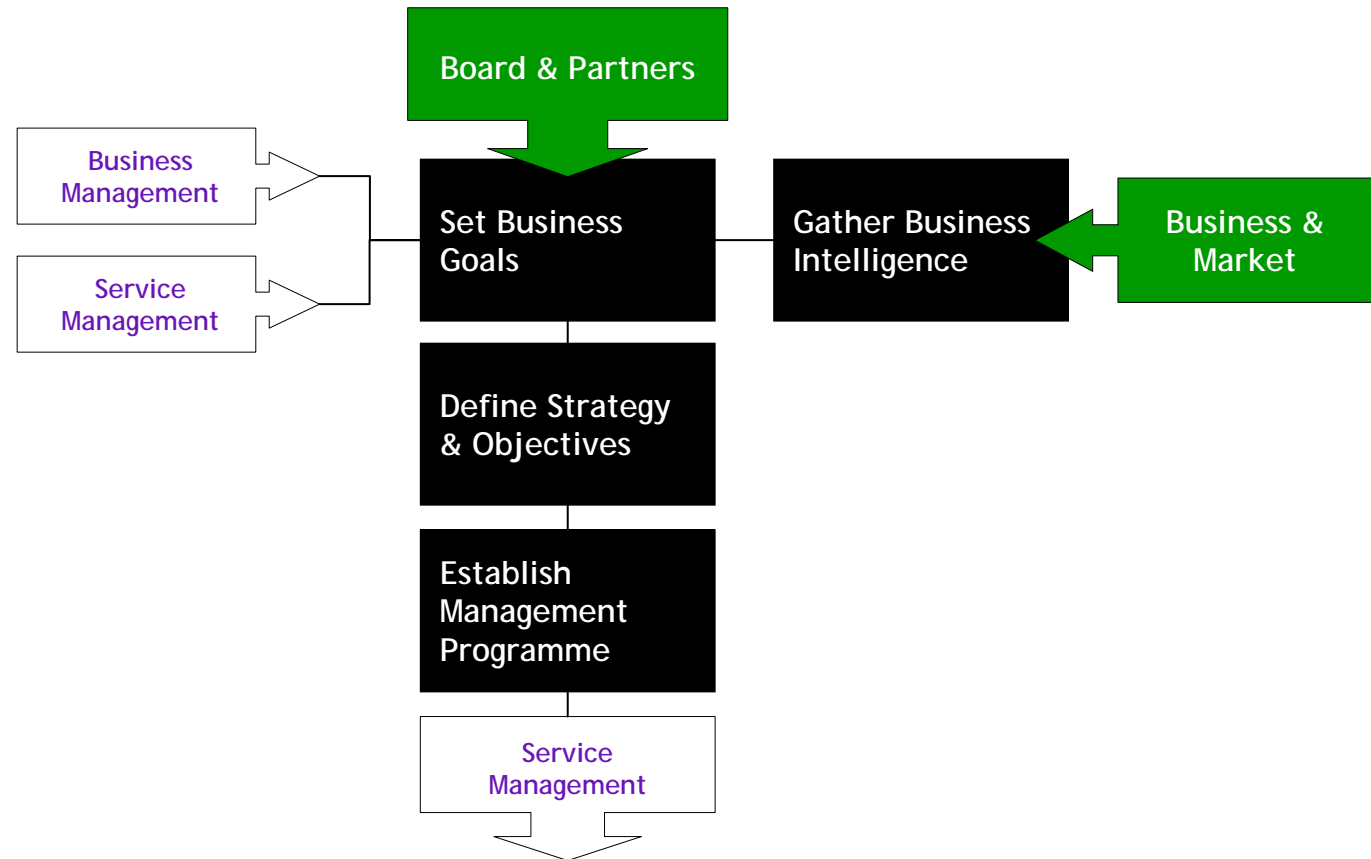
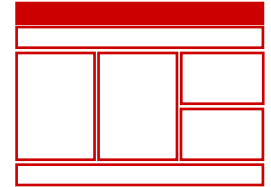
Overview

It is essential that a service management model define not only the core business processes but also their context - the supplier's overriding business goals, the service management system, feedback on both performance and the Client relationship, and how services are actively supported.



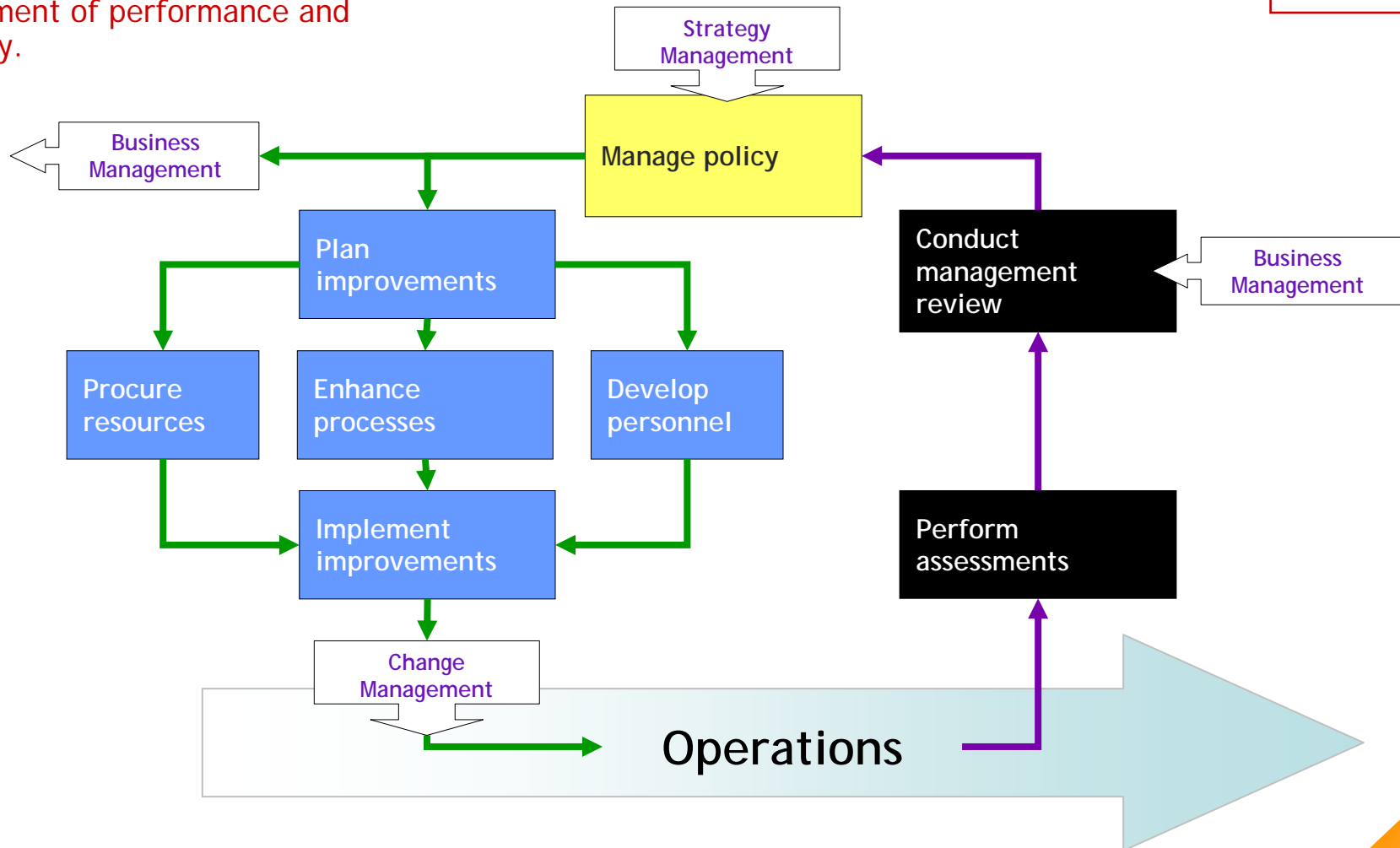
Strategy Management

The primary context for service is the supplier's overall business strategy. The Strategy Management process ensures that the two are fully aligned.



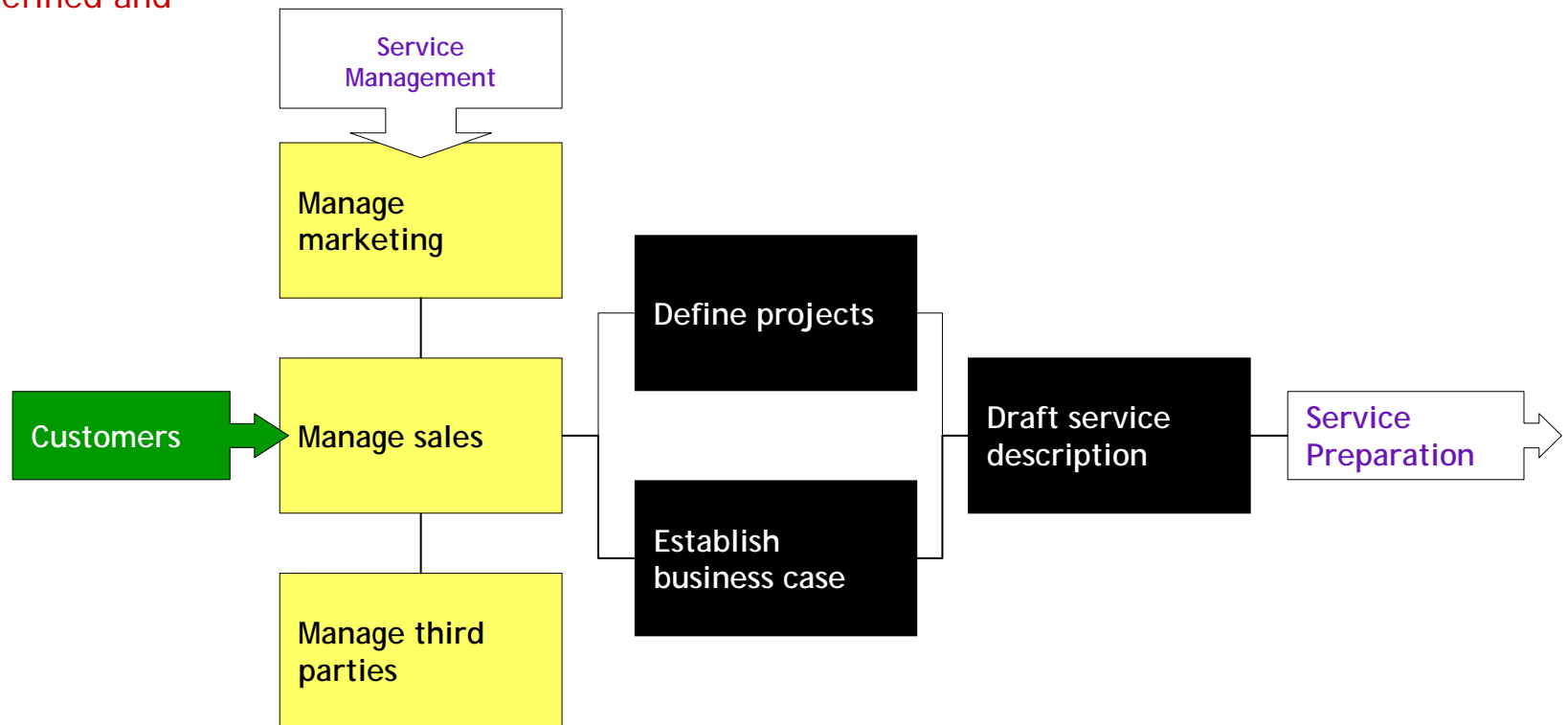
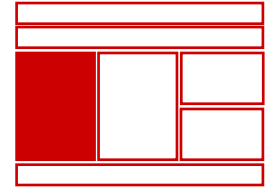
Service Management

Service Management integrates business with operations to ensure the continuous tracking and improvement of performance and capability.



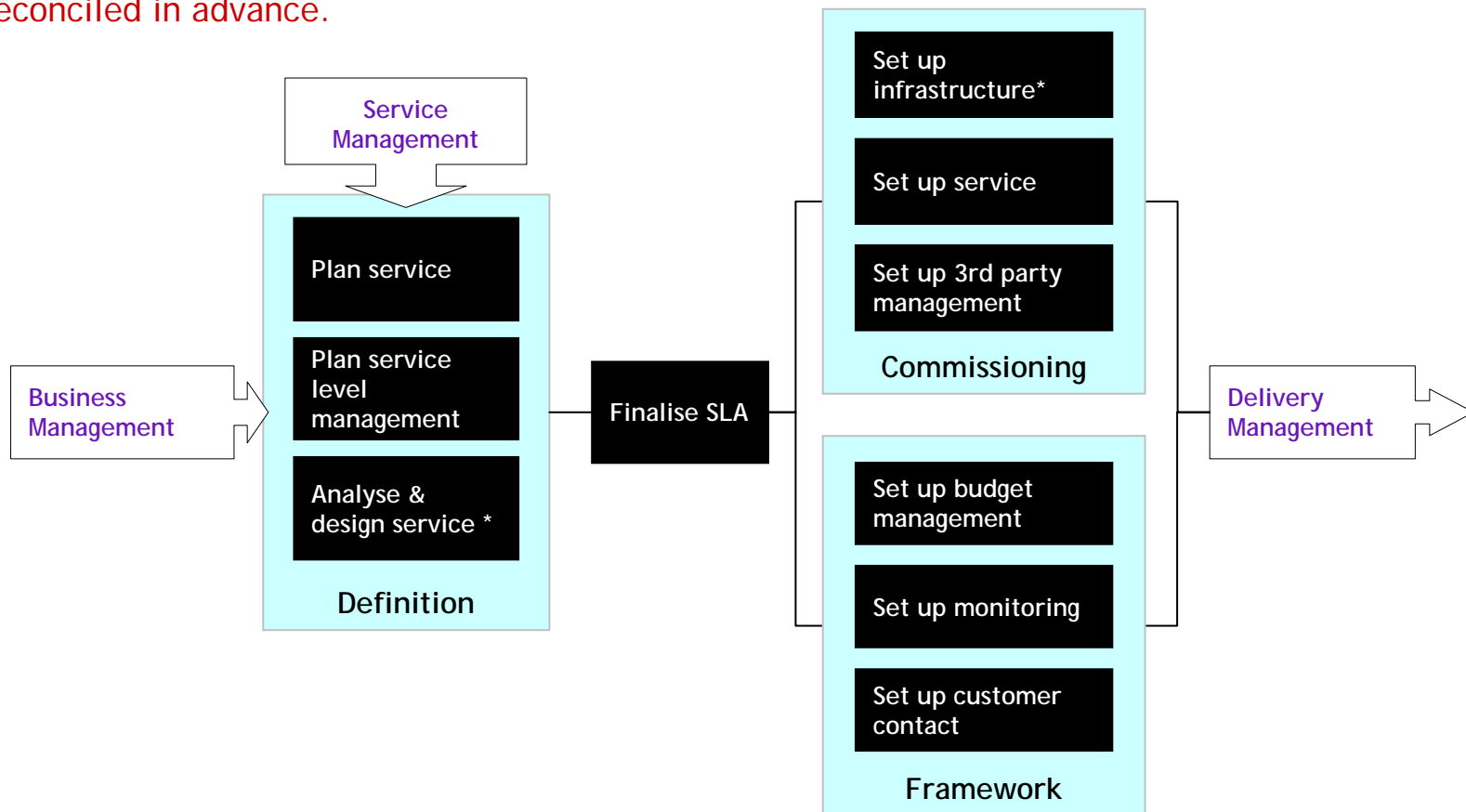
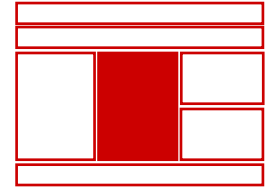
Business Management

The **Business Management** processes ensure that the Client's service requirements are matched to the internal cost and operational models, and that the required service is fully defined and implemented.



Service Preparation

More relationships go wrong in their creation than at any other time. The **Service Preparation** process ensures that all issues are addresses and all potential conflicts reconciled in advance.

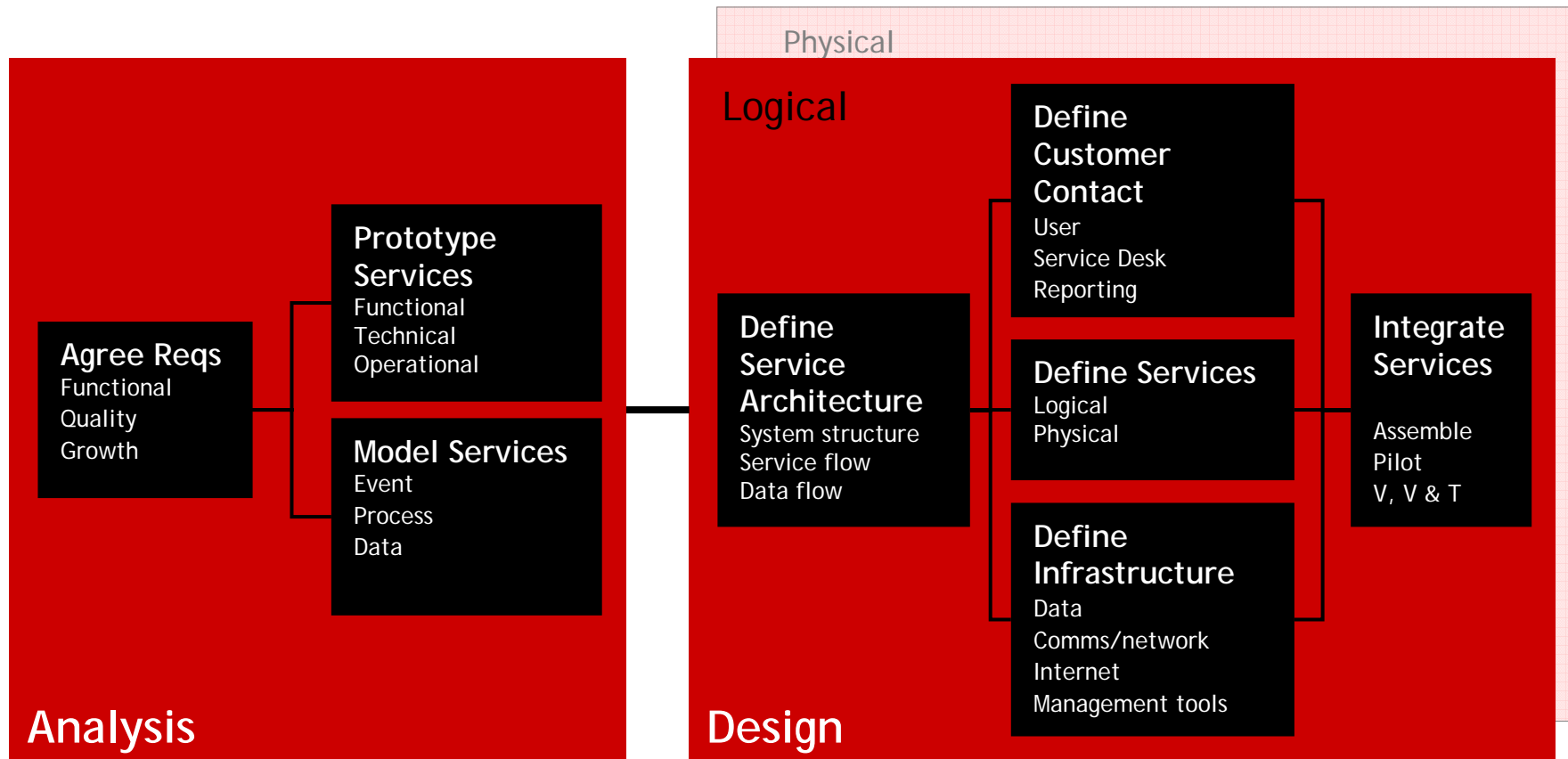
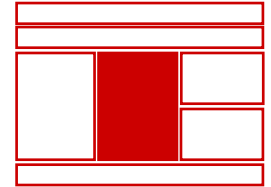


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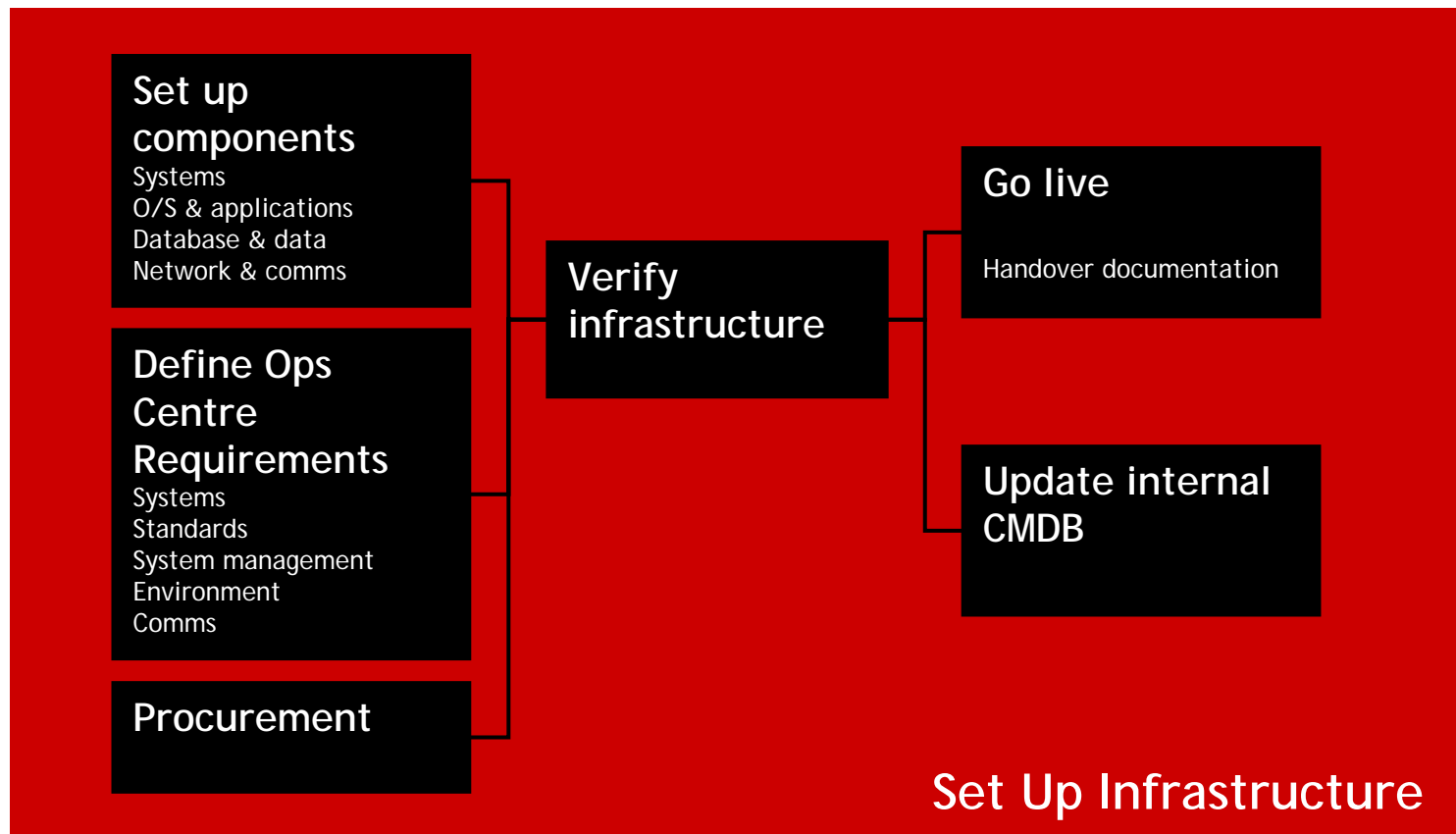
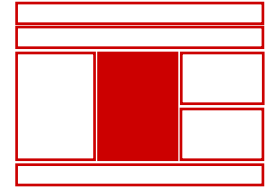


Service Preparation: Analyse & Design Service

Each major process step requires refinement to one or more lower levels.

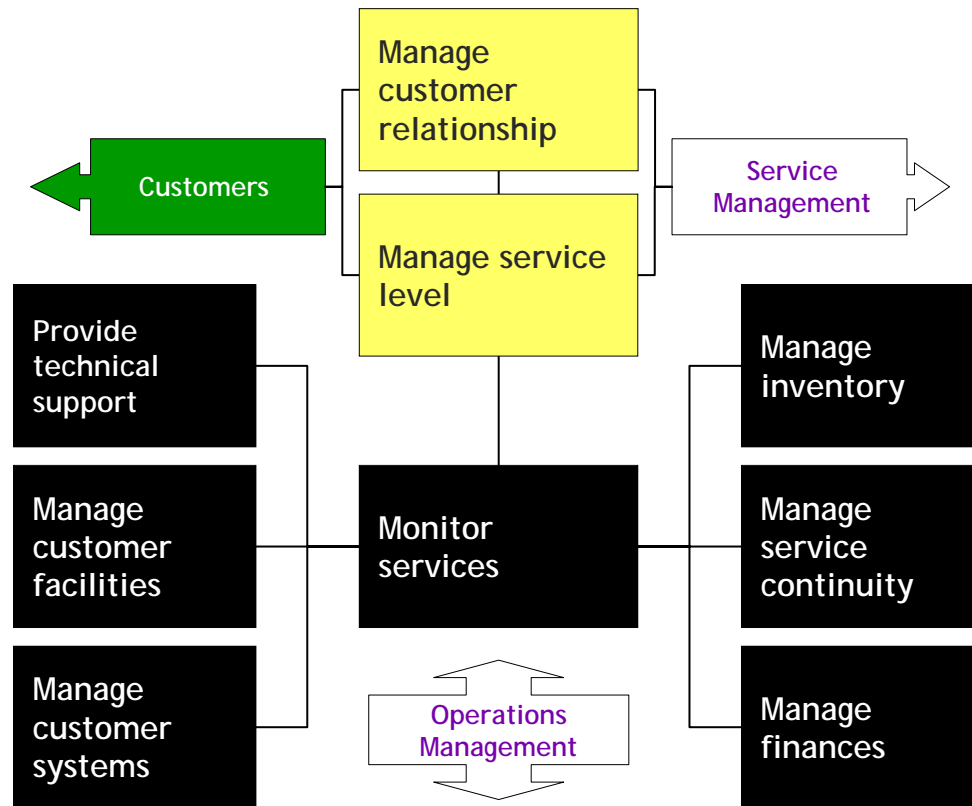
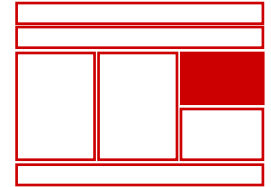


Service Preparation: Set Up Infrastructure



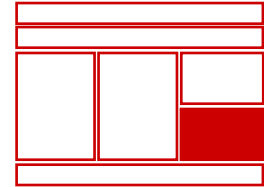
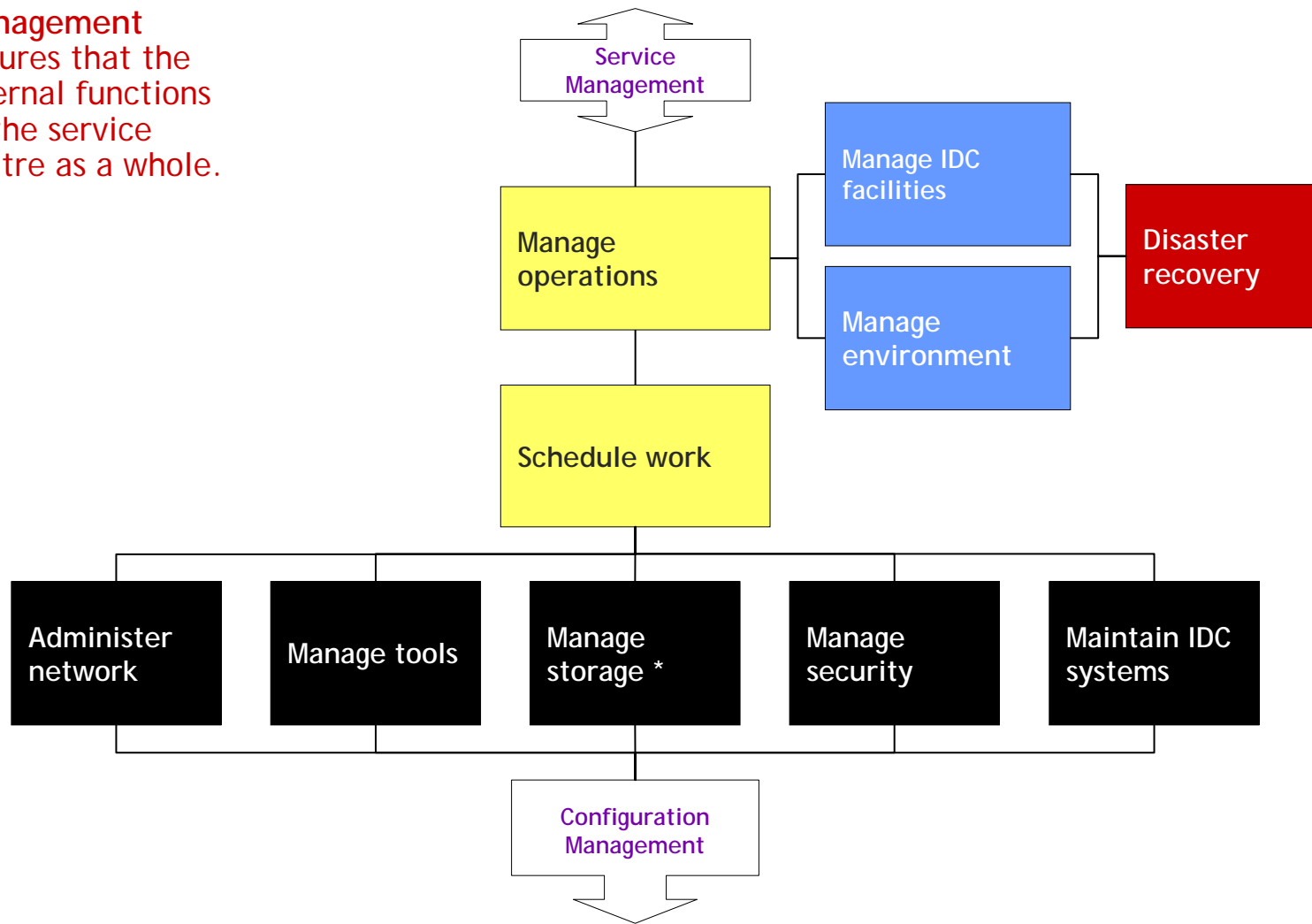
Delivery Management

Delivery Management ensures the effectiveness, integrity, continuity and value of all services provided to the individual Client.



Operations Management

Operations Management ensures that the internal functions of the service centre as a whole.

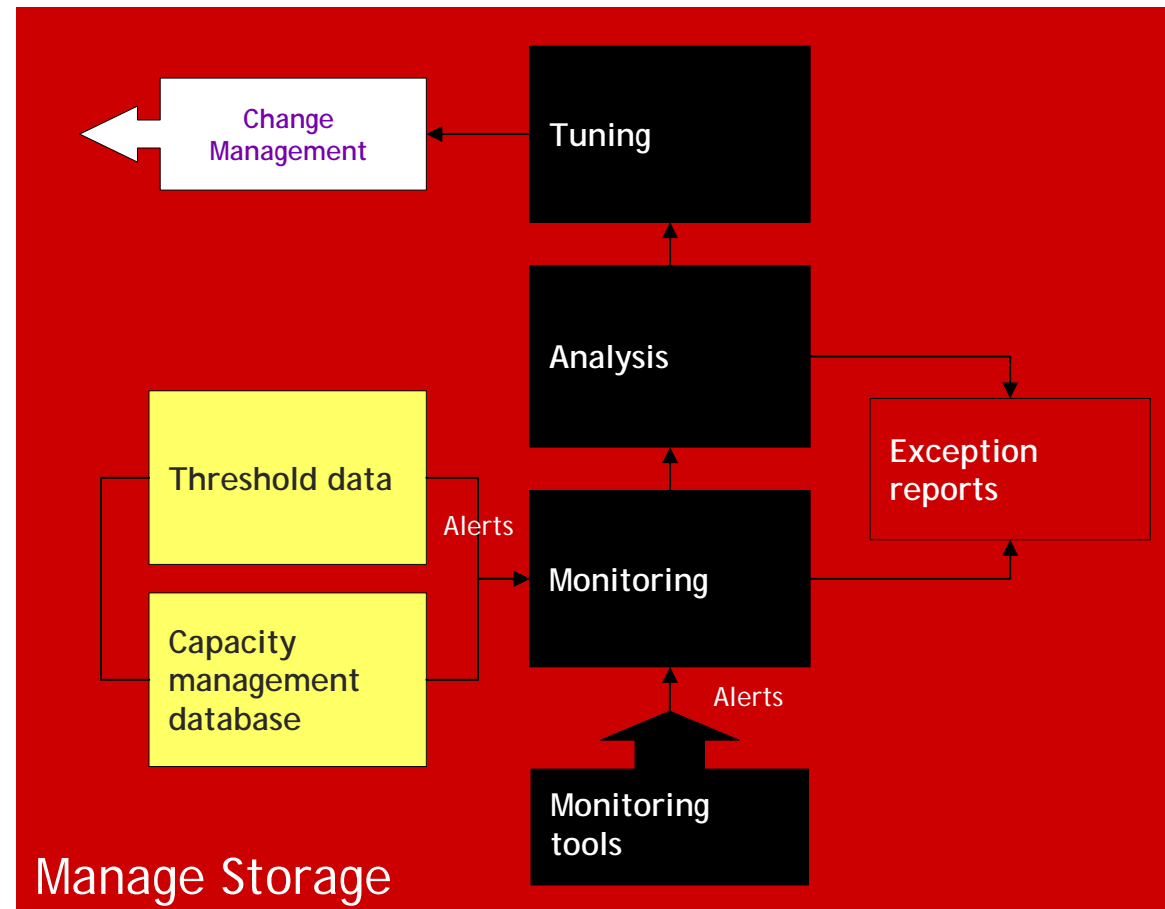
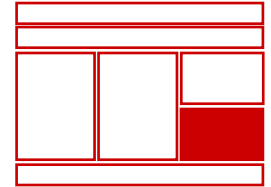


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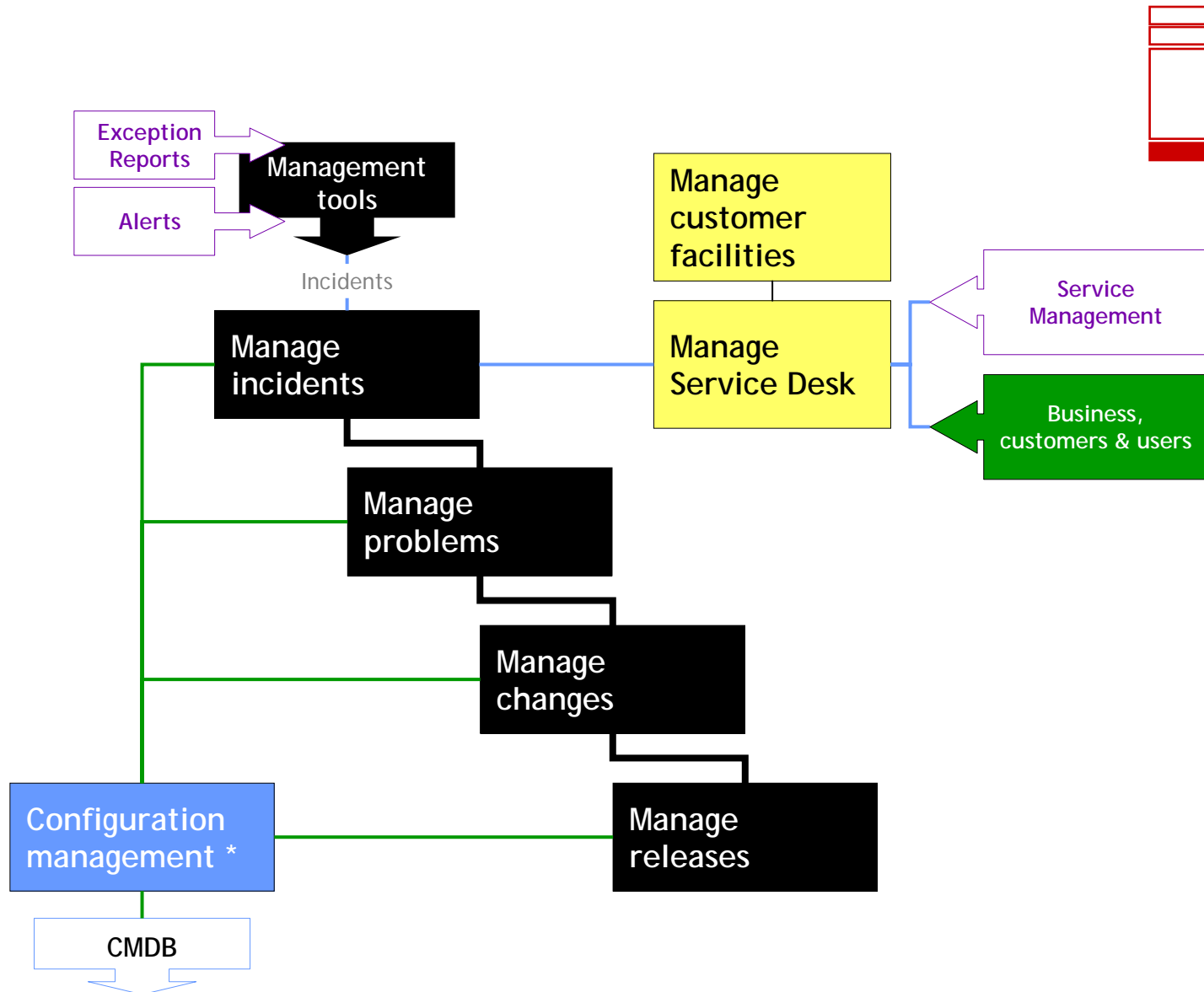
Operations Management: Manage Storage

Manage Storage is a typical Operations Management function that requires lower-level definition. It ensures not only that storage is available and optimised but also that issues and problems are flagged up before they degenerate into crises.

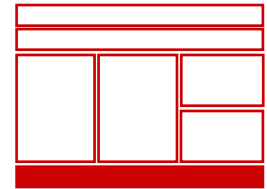


Service Support

Service Support ensures the continuity of service through problems and changes, and the creation of repositories of service data for future analysis.

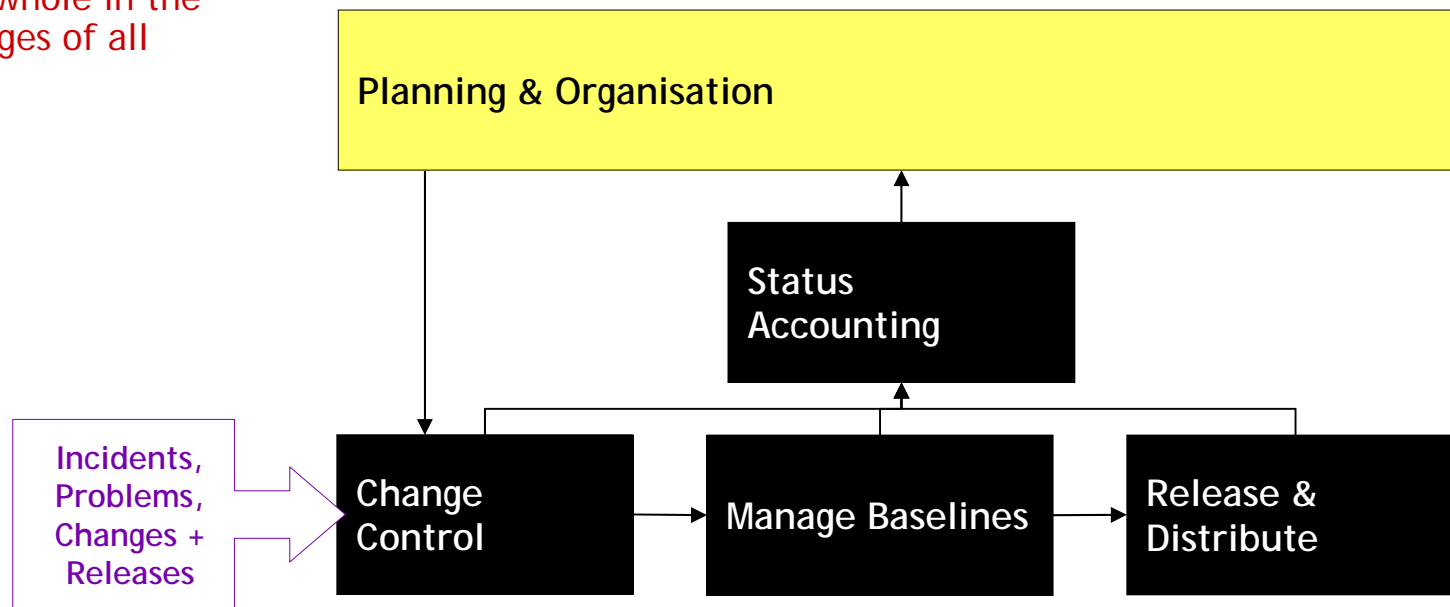
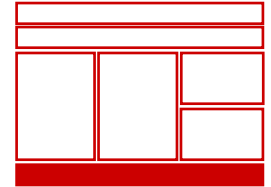


* See following diagram



Service Support: Configuration Management

Configuration Management is the central component of Service Support. It ensures the maintenance of the system as a whole in the face of changes of all kinds.



If you would like to know more...

Capability Architects provide the full range of service management process and methodology capabilities, including design, implementation and training.

You can contact us at:

- www.CapabilityArchitects.com

You can speak to an experienced ISO 9000 consultant on:

- +44 7962 227886

Or email us at:

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