



Service Management System			
<b>MR</b>	<b>Management Responsibility</b> <i>(must be "Top Management")</i>	<b>MC</b> <b>SMP</b> <b>ARC</b> <b>MR</b>	Mngt. Commitment: scope, policy, objectives, plan, resources, reviews risks - estab. & comm. 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 Define/maintain ITSM Authorities, Responsibilities. Estab./impl. Communication procedures 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
<b>GoP</b>	<b>Governance of Processes</b> <i>(conducted by other parties)</i>	<b>A</b> <b>DIM</b> <b>I</b>	Accountability for processes & authority to require adherence to processes Controlling Definition of processes, Interface to other processes and Measuring process performance and compliance Planning and prioritising process Improvements
<b>DM</b>	<b>Documentation Management</b> <i>(Documents and records)</i>	<b>EM</b> <b>CD</b> <b>CR</b>	Establish and maintain docs. incl. SLA and service catalogue + POPPP Control Docs with documented procedure to: create/approve/comm./review/revise/maintain/version-control/prevent obsol. doc. use/control external doc. labelling and use Control Records to demonstrate compliance. Documented procedure to define record controls
<b>RM</b>	<b>Resource Management</b>	<b>PR</b> <b>HR</b>	Provide human/tech/info/financial resources to run SMS, services and improvements Competent staff in place: understand competence & training; maintain training recs. + raise awareness to staff of their contribution to ITSM objectives and fulfilling service requirements.
<b>EI</b>	<b>Establish &amp; Improve the SMS</b>	<b>DS</b> <b>PDCA</b>	Define Scope: geography of SP locations/customer locations/technology used <b>Plan</b> SMS, <b>Do</b> SMS (Implement/ operate), <b>Check</b> SMS (monitor/review), <b>Act</b> SMS (maintain/review) <u>P</u> lan → <u>D</u> o → <u>C</u> heck → <u>A</u> ct

**Design and Transition New or Changed Services (DATNOCS)**

Plan → Design & develop → Transition each new or changed service.

**ISO 20000 Processes**

**Service Delivery Processes (6)**

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>Capacity Management</li> <li>Service Continuity and Availability Management</li> </ul> | <ul style="list-style-type: none"> <li>Service Level Management</li> <li>Service Reporting</li> </ul> | <ul style="list-style-type: none"> <li>Information Security Management</li> <li>Budgeting &amp; Accounting for services</li> </ul> |
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**Control Processes**

- Change Management
- Configuration Management
- Release & deployment Management

**Resolution Processes**

- Incident & Service Request Management
- Problem Management

**Relationship Management Processes**

- Business Relationship Management
- Supplier Management

**Process Governance of processes when using suppliers (Management Control)**

(Must be able to demonstrate "A DIM I" to gain Certification)

<b>A</b>	<u>A</u> ccountability	Accountability for processes & authority to require adherence e.g. for information security policy
<b>DI</b>	<u>D</u> efinition & <u>I</u> nterfaces	Controlling definition of processes & interfacing of processes
<b>M</b>	<u>M</u> etrics	Definition & measurement of metrics of performance & compliance
<b>I</b>	<u>I</u> mprovements	Controlling planning & prioritisation of process improvements