THE BUSINESS LONG TERM BUSINESS OBJECTIVES

SERVICE OPERATIONS



FUNCTIONS

Service Desk: Support Center and other designated single point of contact areas

Operations Management: Select OIT Departments

Technical Management: Select OIT Departments

Application Management: Select OIT Departments

PROCESSES

Event Management

Receives Input From: Various monitoring tools
Responsible For: Service Owner, Support Center, Data Center, various application, technical, and operation management functions

Incident Management

Receives Input From: Users/Customers, event management, poorly executed changes

Responsible For: Support Center and escalated 2nd level groups

Request Fulfillment (service request)

Receives Input From: Users/Customers via direct contact or self service

Responsible For: Support Center and escalated 2nd level groups

Problem Management

Receives Input From: Incident Management, Service Owner, Vendor, Support Center

Responsible For: Escalated 2nd level groups, vendor, major problem resolution team

Access Management

Receives Input From: Automation and manual creation process via Support Center

Responsible For: Support Center, Service Owners, Identity and Access Management

SERVICE STRATEGY

Demand Management:

Receives Input From: Business Units/Functional teams/Customers at UA and UAF

Responsible For: CITO Staff and OIT Management

Business Relationship Management:

Receives Input From: Customer satisfaction surveys (targeted or HPSM survey), customer complaints.

Responsible For: CITO Staff and OIT Management

Strategy Management for IT Services:

Receives Input From: UA Strategic Direction Initiative, President Staff, Chancellor's Cabinet, ITEC, CITO Staff
Responsible For: ITEC, CITO Staff

Financial Management for IT Services:

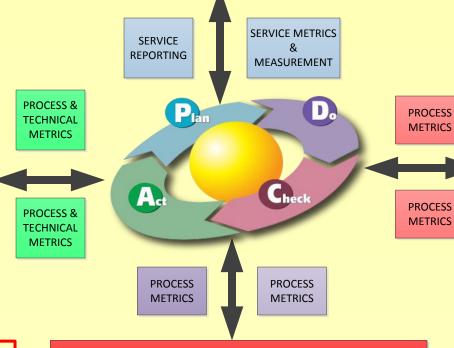
Receives Input From: President Staff, Chancellor's Cabinet, CITO Staff, ITBO, OIT Management

Responsible For: CITO Staff, ITBO, OIT Management

Service Portfolio Management:

Receives Input From: Business Units/Functional teams/Customers at UA and LIAF

Responsible For: Project Management Office



SERVICE TRANSITION

Transition Planning and Support

Receives Input From: Chartered projects initiated via Service Portfolio Management. These must be chartered projects affecting a new or a substantial change to a service.

Responsible For: Designated OIT Project Manager

Service Asset and Configuration Management

Receives Input From: ERP, various network monitoring tools, Microsoft

SCCM, UAF Facility Focus Responsible For: Service Owner

Change Management

Receives Input From: Incident management, project tasks, vendor releases,

change in business requirements for a service

Responsible For: Service Owner, Service Management Team

Change Evaluation

Receives Input From: Service Design (prior to planning) Transition Planning and Support (prior to build) Release and Deployment Management (prior to deployment), and Service Validation and Testing (post deployment). Responsible For: Designated OIT Project Manager, Service Owner, and/or Service Management Team

Service Validation and Testing

Receives Input From: Service Design Package refined via Transition Planning and Support

Responsible For: Designated OIT Project Manager, Service Owner, and/or Service Management Team

Release and Deployment Management

Receives Input From: Service Design Package refined via Transition Planning and Support

Responsible For: Designated OIT Project Manager, Service Owner, and/or Service Management Team

Knowledge Management

Receives Input From: Incident Management, Project Management, Service and Operational Agreements (formal and informal), service support

Responsible For: Designated OIT Project Manager, Service Owner, and/or Service Management Team

Service Design

Design Coordination

Receives Input From: Business Units/Functional teams/Customers at UA and UAF Responsible For: Project Management Office, Smaller OIT project teams, Service Design Manager

Design Coordination Support

Process Objective: To coordinate and develop Service Design resources and capabilities, and to ensure that a consistent approach to designing new or changed services is adopted across all projects.

Service Design Planning

Process Objective: To plan design activities in detail, making sure that all relevant aspects are considered during service design.

Service Design Coordination and Monitoring

Process Objective: To coordinate the design activities performed by various Service Design processes, and to determine if the new or changed service can be provided economically. This process is also responsible for deciding if the clients' requirements can be fulfilled or must be renegotiated.

Technical and Organizational Service Design

Process Objective: To determine how a new service will be provided from an OIT perspective. In particular, this means to specify any technical infrastructure to be created, as well as required organizational changes. The resulting Service Design Package contains all relevant information for Service Transition.

Service Design Review and RFC Submission

Process Objective: To submit the Service Design Package (SDP) to a final review and initiate the implementation of the service by submitting a formal Request for Change to the Change Management process.

Relationship Processes

Service Level Management

Receives Input From: Customers and/or Business Units, OIT Service Owners, ITBO.

Responsible For: OIT Service Owner(s) (applicable to services they own)

Service Catalog Management

Receives Input From: Users, Customers and/or Business Units, OIT Service Owners.

Responsible For: OIT Service Catalog process owner, OIT Service Owner(s) (applicable to services they own)

Supplier Management

Receives Input From: Negotiations with vendors, customers and/or business units and Service Operations functions

Responsible For: OIT Service Owner

Warranty Processes

Availability Management

Receives Input From: SLM process, specifically business requirements needed by customers and/or business units. Service Operations processes assist with providing metrics for KPI's.

Responsible For: OIT Service Owner

Capacity Management

Receives Input From: SLM process, specifically business requirements needed by customers and/or business units. Demand management coupled with service operation process metrics

Responsible For: OIT Service Owner

IT Service Continuity Management

Receives Input From: SLM process, specifically business requirements needed by customers and/or business units.

Responsible For: OIT Service Owner

Information Security Management

Receives Input From: Security Policy and directives from Strategy Management for IT Services.

Responsible For: OIT Service Owner along with OIT Security Management team(s)