After completing the session titled ‘**Dimensions of Service Management**’, reflect on this learning and (within your workplace and personal context) answer the following questions.

Upload your responses to ELMS with your **Reflective Log** for the session.

1. Analyse your team in the workplace environment, from each of the following perspective of the 4 dimensions
2. **Organisation & People** - how does your team fit into the organisational structure and what are the reporting lines

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1. **Information & Technology** - What technology tools are you using as a team and are there any that are unique to your part of the business

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1. **Partners & Suppliers** - Who are the key partners or suppliers to your team and what services or products do they provide to you

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1. **Value Streams & Processes** - what processes do you see used often in your team and how are these embedded into your work practice (example - incident management processes, client management process)

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1. Do a PESTEL analysis on, and show which factors influence, each dimension in your workplace.

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| Dimension | Notes |
| Organisation & People |  |
| Information & Technology |  |
| Partners & Suppliers |  |
| Value Streams & Processes |  |