

Four Dimensions of Service Management

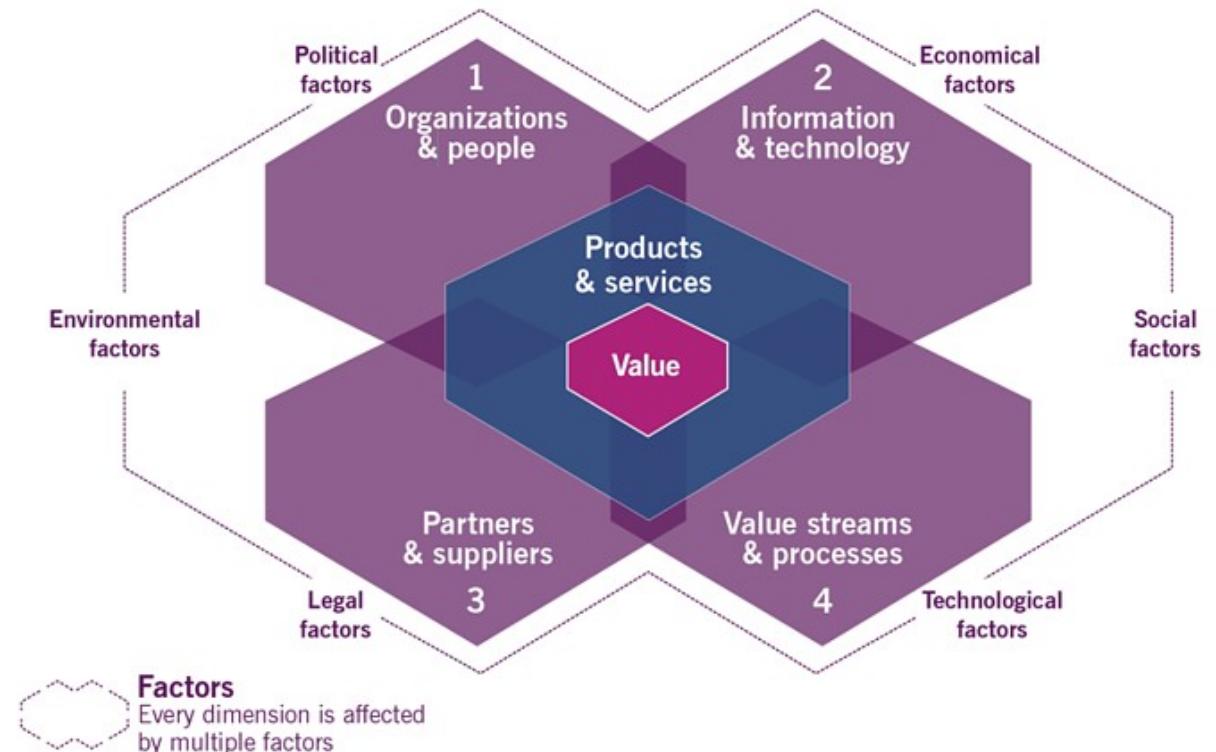
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Agenda

The four dimensions of Service Management

- Organizations & People
- Information & Technology
- Partners & Suppliers
- Value Streams & Processes



Organizations and People

Various types of Organizations

- Proprietorships
- Partnerships
- Corporations

Organizational Behaviour

- Values, belief, culture
- Mission
- Vision
- Goals



Organizations and People

People

- Leading people vs managing people
- Skill development, competencies
- Alignment with organizational goals
- Trust deficiency
- Organisational Culture
- Communication, collaboration, innovation, silos



The complexity of organizations is growing, and it is important to ensure that the way an organization is structured and managed, as well as its roles, responsibilities, and systems of authority and communication, is well defined and supports its overall strategy and operating model.

Information and Technology

Legacy Technology

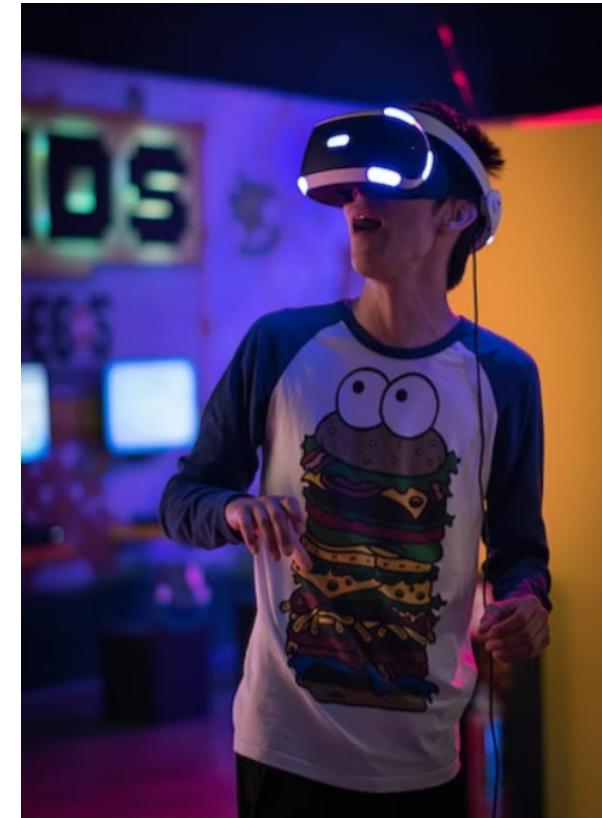
- Mainframes
- Customized Solutions

Modern Technology

- Artificial Intelligence
- Machine Learning
- Internet of Things
- Blockchain
- Cognitive Computing
- Mobile Platforms
- Cloud Computing
- Automation Tools

Early adopter, first mover advantage

- What information is produced and managed by the services?
- What supporting information and knowledge are needed to deliver and manage the services?
- How will the information and knowledge assets be protected, managed, archived, and disposed of?



Information and Technology

Common Systems

- Workflow Management
- Inventory Management
- HR Management
- Knowledge Base
- Communication Systems
- Analytical Tools
- Monitoring & User Support Systems

Important Considerations

- Availability
- Reliability
- Security
- Accessibility
- Timeliness
- Accuracy & Relevance
- Archival
- Regulatory Compliance



When applied to the SVS, the information and technology dimension includes the information and knowledge necessary for the management of services, as well as the technologies required.

Technology Selection Questions

- Is the technology compatible with current architecture of the organization?
- How are emerging technologies likely to disrupt the service or the organization?
- Does this technology raise any regulatory or compliance issues?
- Is the organization willing to take risk of using aging technology, or of embracing emerging or unproven technology?
- Does the organization have the right skills across its staff and suppliers to support any maintain technology?
- What is the level of automation provided by the technology?
- What are the additional capabilities that might be leveraged for other products or services?
- Does this technology introduce new risks or constraints to the organization?

Partners and Suppliers

The partners and suppliers dimension encompasses an organization's relationships with other organizations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services.

It also incorporates contracts and other agreements between organizations and its partners or suppliers.

Supplier selection is based on organization's goals, culture, and business environment.

The supply chain can be long and complex with the organization having less and less control as they move out in the supply chain.

Developing core competencies vs outsourcing.

The suppliers could also provide services such as after sale services.

Having more than one supplier mitigates the supplier default risk.



Partners and Suppliers

Factors influencing an organization's strategy while selecting suppliers

- Strategic focus
- Corporate culture
- Resource scarcity
- Cost concerns
- Subject matter expertise
- External constraints
- Demand patterns

Value Streams and Processes

- The value streams and processes dimension is concerned with how the various parts of the organization work in an integrated and coordinated way to enable value creation through products and services.
- The dimension focuses on what activities the organization undertakes and how they are organized, as well as how the organization ensures that it is enabling value creation for all stakeholders efficiently and effectively.

Value Stream Map

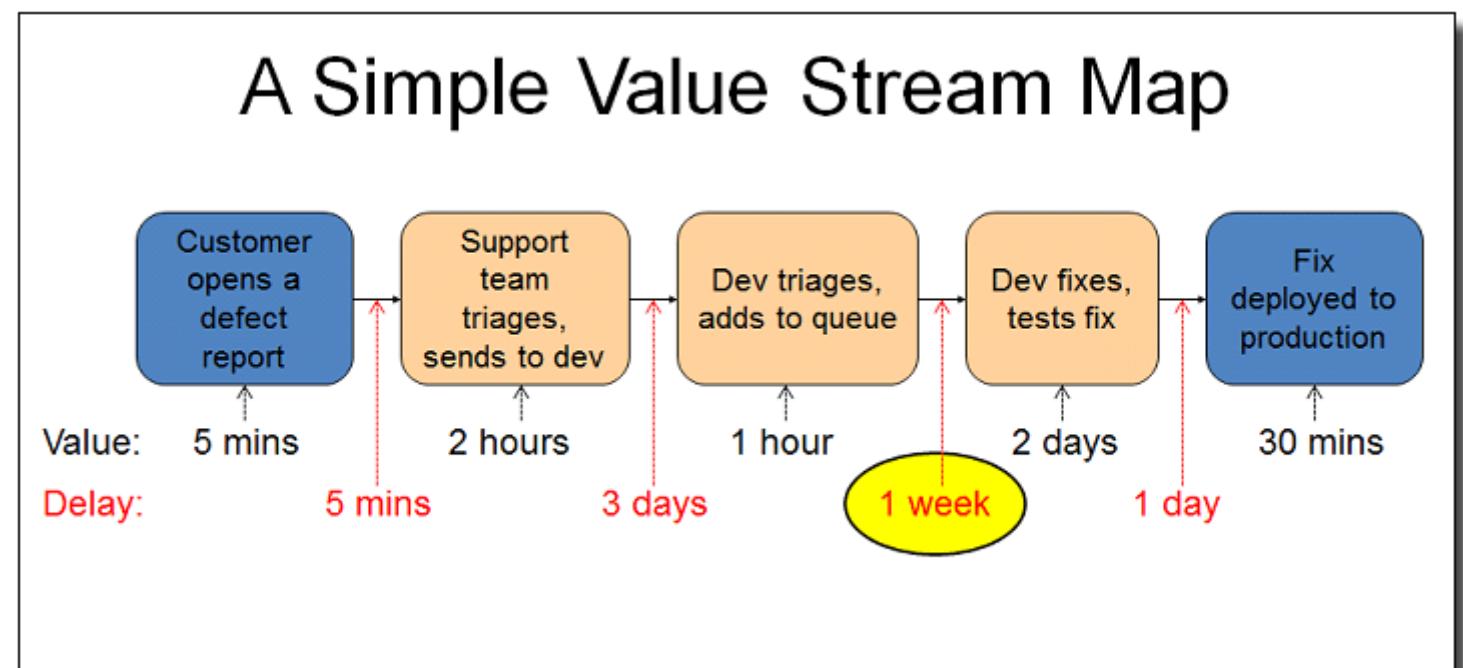
A value stream is a series of steps an organization undertakes to create and deliver products and services to consumers.

Value stream can extend across organizational boundaries.

There are multiple value streams that exists in an organization.

The goal should be to reduce the waste

Lean, Six Sigma and Process Automation and help in waste reduction



Process

- A structured set of activities designed to accomplish a specific set of objectives
- More commonly stated:
A process is a set of interrelated activities performed to realize a common goal

Some examples of the processes are:

Business Processes	ITIL Processes
Onboarding	Incident Management
Offboarding	Change Management
Billing	Problem Management
Provisioning	Release Management



An example of a generic process

Process - Video



Common characteristic of a process

- Processes characteristics
 - Interrelated steps/activities
 - A common goal
 - A customer(s) (could be internal or external customers or both)
 - Transforms inputs into outputs
 - Measurable
 - Specific trigger
 - Controls
 - Roles and responsibilities
 - Tools
 - Produces a product or service

External Factors

PESTEL Analysis

- Political
- Economic
- Social
- Technological
- Environmental
- Legal

Recap
