

Job Title: Senior Executive - Service Delivery and Performance Analyst

Location: Bangalore

ABOUT UNILEVER:

Be part of the world's most successful, purpose-led business. Work with brands that are well-loved around the world, that improve the lives of our consumers and the communities around us. We promote innovation, big and small, to make our business win and grow; and we believe in business as a force for good. Unleash your curiosity, challenge ideas and disrupt processes; use your energy to make this happen. Our brilliant business leaders and colleagues provide mentorship and inspiration, so you can be at your best. Every day, nine out of ten Indian households use our products to feel good, look good and get more out of life – giving us a unique opportunity to build a brighter future.

Every individual here can bring their purpose to life through their work. Join us and you'll be surrounded by inspiring leaders and supportive peers. Among them, you'll channel your purpose, bring fresh ideas to the table, and simply be you. As you work to make a real impact on the business and the world, we'll work to help you become a better you.

Background

Service Delivery & Performance team will be responsible for Service Introduction, Delivery & Performance Management for Core ERP applications across the Core ERP Platforms Cordillera, Fusion, Sirius, U2K2. This role will deliver the complete service management capabilities for end-to-end service capabilities and evaluate service operations KPIs in the following areas – SAP ERP, Plan, Report, and Telnet services

Purpose of the Role:

Deliver the complete service management capabilities that people across Unilever regard as efficient, effective, and comprehensive with effective usage of resources. By putting people at the heart of everything and everything you do, you inspire an organization comprised of internal and external resources to deliver world-class support to all employees globally. You ensure that the services you deliver perform brilliantly and are complying with internal operational process standards and set benchmarks.

Service Delivery refers to having the responsibility and accountability for leading the operational delivery of services to Unilever's Business Units by Service Level Agreements (SLA's), Operational Level Agreements (OLA's), and Underpinning Contracts (UC's) by negotiating SLAs with the customer and to perform operational acceptance and service reviews of functional services and act as the first point of contact for escalations within their supported services. The services are delivered to the specified functional business area(s). The role leads the effective integration of all service suppliers into the delivery of service to the Unilever business in conjunction with functional and regional Geography IT.

Scope of the Role

Operational Goals

Ensure the fundamentals of the UL service owner process is taken care of for all services across the Core ERP Platforms. Any dashboards reported in these areas from ITSS, CMDB, and SI teams are green with all risks remediated.

Taking care of various processes, which are the responsibility of the service owner

Incident management, PROBLEM management and major incident management: Ensuring services are up and running and any issue is resolved with the least disruptions. There are follow up on RCA for critical issues and recurring incidents

Business As usual:

- **CHANGE AND RELEASE MANAGEMENT:** Review of all needed changes and releases for possible disruption to existing and live countries as well as ensuring these meet UL change and release guidelines and safeguard period-end closure
- **SERVICE RESILIENCE:** Ensuring composite uptime targets for all core SC1/2 services are met. Calling out any possible risk for resilience and remediating the same
- **GLOBAL FUNCTION COMMUNICATION:** Service owners own the communication related to critical incidents in their Platforms to their Geography IT counterparts. It will be important to ensure such communications are sent within the required frequency and with clarity for ITLT to understand and act as required.
- **Service Ownership**

- **PROCESS CUSTODIAN:** Act as SO process custodian with in sensitizing and encourage teams to follow best practices. To suggest best practices and imbibe any updates in process within. Follow relevant dashboards generated by these teams regularly, provide feedback to make them effective and drive actions.
- **SERVICE CATALOGUES AND CMDB UPDATES:** ongoing governance and reviews on service catalogues & CMDB and ensure this is up to date with latest information.

Big Picture Goal:

As part of the future roadmap big picture Goals will require close working with DevOps, SI vendor partner, Performance, Infrastructure, Service Introduction and Solution Activation team to help in landing new projects with ultimate objective of successful and disruption less project delivery.

SERVICE INTRODUCTION: Acting as the Key guiding authority as well as decision-maker in various Transition to Service gates.

- New service introduction to be led end to end, along with completion of all the required collaborative documentation and approvals.
- Understand and Guide the transition to Business As Usual with all KPIs addressed and handshake completed between project and BAU team
- Review possible risks related to outdated components, process gaps, nonstandard software and inform the relevant teams on the same along with handshake on remediation plans and timelines.
- Ensure any new project lands with full clearance from Info sec without any outstanding risks
- Plan and coordinate Business Continuity Plans / Disaster Recovery for all critical services keeping services DR ready. Ensure "Exception To Policy" with platform directors' approval wherever required

KEC TRACKING AND PLANNING: Keeping environment current for higher service resilience, influence Infr , App and Landscape teams to keep services upgraded and within supported vendor versions. highlight any risks and call out to Leadership for awareness and influence leaders with business case for KEC if required .

SERVICE DECOM AND CONSOLIDATION: Encourage service decommission and consolidation as and when there are redundancies . Influence stakeholders including Business , other platforms and landscape teams to ensure decommissioning of services .

Breakthrough Goals:

ONBOARDING OF NEW TECHNOLOGY: Support onboarding of new technology can be a stepping stone in delivering excellence.

- Develop good understanding of new technologies like cloud to contribute effectively to onboarding
- Envision change in processes and how existing Business As Usual system can be ramped up to support new technologies
- Understand the Business processes, be part of the Geography connects to understand processes on the ground and gradually start bringing in ideas to these forums

Key Stakeholders:

Internal

- Unilever Leads across all the Platforms
- Unilever Technology Services, CSRM (InfoSec) teams
- Unilever Enterprise Architecture team
- Geo IT leads and teams

External

- External vendors, Technology partners
- Industry experts

Key Skills:

- Strong people management and leadership skills, acting as a role model for demonstrating a global mindset and action.

- Passionate about IT service quality and focused on delivering to meet customer and IT business partner expectations
- Strong stakeholder management skills and an ability to influence key decision-makers with clear written and verbal communication
- Passionate about user experience and customer service
- Passion to learn new skills and bring them to practice
- Excellent people leadership skills set to lead a global team through a significant transformation
- Strong Operations and business communication skills
- Strong appreciation of business processes and challenges

Good to have skillset:

- Understanding of service delivery and setting of service levels
- Operational understanding of a Service Management toolset such as ITIL
- Understanding of cloud migration, and the different between applications working on cloud vs on-prem is an added advantage
- Understanding of SaaS, PaaS, IaaS – fundamental knowledge