

## STSM Elaboration

Senior managers, strategic planners, service portfolio managers, product managers, or product line managers typically manage strategic service management practices.

Examples of resources provided include the following:

- Sources of data on strategic needs and capabilities
- Document management or configuration management tools
- Service management techniques

## WMC Elaboration

Examples of resources provided include the following:

- Cost tracking systems
- Effort reporting systems
- Action item tracking systems
- Project management and scheduling programs

## WP Elaboration

Special expertise, equipment, and facilities in work planning may be required.

Special expertise in work planning can include the following:

- Experienced estimators
- Schedulers
- Technical experts in applicable areas (e.g., product domain, technology)

Examples of resources provided include the following:

- Spreadsheet programs
- Estimating models
- Project planning and scheduling packages

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**GP 2.4 Assign Responsibility**

***Assign responsibility and authority for performing the process, developing the work products, and providing the services of the process.***

The purpose of this generic practice is to ensure that there is accountability for performing the process and achieving the specified results throughout the life of the process. The people assigned must have the appropriate authority to perform the assigned responsibilities.

Responsibility can be assigned using detailed job descriptions or in living documents, such as the plan for performing the process. Dynamic assignment of responsibility is another legitimate way to implement this

generic practice, as long as the assignment and acceptance of responsibility are ensured throughout the life of the process.

#### **Subpractices**

1. Assign overall responsibility and authority for performing the process.
2. Assign responsibility and authority for performing the specific tasks of the process.
3. Confirm that the people assigned to the responsibilities and authorities understand and accept them.

#### **IRP Elaboration**

Responsibility is assigned for both first-tier service incident handling (e.g., by a help desk) and for second-tier handling (e.g., by support groups organized by service, platform, function, technology).

#### **PPQA Elaboration**

Responsibility is assigned to those who can perform process and product quality assurance evaluations with sufficient independence and objectivity to guard against subjectivity or bias.

#### **SCON Elaboration**

Responsibility is assigned to a backup management team for the organization (or work group) to take over management responsibilities in the event of a significant disruption.

#### **SD Elaboration**

Responsibility is assigned for establishing service agreements, accepting service requests, communicating status information (e.g., by a help desk), operating and maintaining the service system, processing service requests, and resolving service incidents (e.g., by support groups organized by service, platform, function, technology).

#### **SSD Addition**

##### **SSD Elaboration**

For service systems having a complex design; a mix of people, hardware, and software; or components from multiple suppliers, appointing a lead or chief architect that oversees the technical solution for the service system and has authority over design decisions helps to maintain consistency in service system design and evolution.

#### **SST Elaboration**

Responsibility is assigned for planning, implementing, and managing the transition. In addition, stakeholder notification activities are explicitly assigned to ensure open communication and buy-in. Rollback and back-out assignments are made in the event that the transition is not successful.