**IT Service Strategy**

**Staffing Services**

**Version 1.1**

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**Revision History**

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Table of Contents

[1. Purpose 4](#_Toc398038577)

[2. Scope 4](#_Toc398038578)

[3. Reference 4](#_Toc398038579)

[4. Quality Objectives: 4](#_Toc398038580)

[5. Current Position 4](#_Toc398038581)

[5.1 Current Dimensions 4](#_Toc398038582)

[6. Service Strategy 5](#_Toc398038583)

[6.1 Strategic Objectives 5](#_Toc398038584)

[6.2 Workforce Issues 5](#_Toc398038585)

[6.3 Monitor, Review and Control 5](#_Toc398038586)

[6.4 Communication Plan 5](#_Toc398038587)

# Purpose

The purpose of the service strategy is to address the long term and short-term strategies to handle various services projects at Tanvi IT to continually improve the service levels across the projects.

# Scope

This service strategy document covers all the services at Tanvi IT.

# Reference

Bonus Plan & Individual performance plan

Increased Focus on GSA schedule 70 opportunities

# Quality Objectives:

Tanvi IT Management personnel ensure that Quality Objectives are established at relevant functions and levels within the organization. The quality objectives do make a significant contribution to progressive system implementation and improvement and are consistent with the quality policy.

The quality objectives are simple, measurable, attainable, realistic and tangible; **“*SMART”*** are oriented towards attaining the desired results of meeting the expectations and needs of the customer. The quality objectives are reviewed in the Management Review Meeting (MRM) periodically and appropriate Corrective and Preventive Actions are initiated on need basis. The quality objectives of Tanvi IT are listed in the quality manuals. These objectives are updated periodically and communicated across the organization through **Process Improvement Plan.**

# Current Position

## Current Dimensions

Some of the services at Tanvi IT are:

* Strategy & Management Consulting
* System Integration / Applications Development
* Program Management
* IT Infrastructure Program
* Infrastructure Security
* Executive Dashboards / Data Warehouse
* Disaster Recovery
* Oracle/PeopleSoft Solutions
* SAP Solutions
* Intelligence Transportation Systems
* Geographical Information Systems

Please refer our website for detailed information: <http://www.tanviit.com/>

# Service Strategy

## Strategic Objectives

Tanvi IT plans to be a $50 Million company by 2020, with a headcount of 100 members including both onsite and offshore support and diversify into growing Asian markets as well with an average customer satisfaction as 3.5 on a scale of 0-5.

## Workforce Issues

Tanvi IT as on date is a team of **54** members, since the team size is pretty low any change is being accepted with a minimal disturbance and as there are very few of such incidents, are taken care by senior management if required. Tanvi IT plans to improve the headcount in order to meet and address the strategic objective. All the necessary trainings are planned by the HR team w.r.t to the project and PM training requisitions.

## Monitor, Review and Control

The service strategy shall be reviewed once in a year and senior management can address the changes in services strategy, if required based on business needs/external environment/business opportunities. The senior management may include the Project managers and other relevant stake holders for the review and control of the strategy and if any issues are identified are tracked to closure

## Communication Plan

The service strategy shall be made available in central repository with access to all the senior management and the project managers with read access only