



IT SERVICE MANAGEMENT PROCESS MANUAL

This document is a simplified version for technical portfolio demonstration purposes, focusing on strategic structure and alignment with COBIT, ISO, or ITIL frameworks.



Company name: CloudNova Logistics

Type of Document: IT Service Management

Process Manual

Reference Framework: ITIL 4 (Information
Technology Infrastructure Library)



● Objective

Standardize IT service delivery to ensure operational continuity of the logistics chain, minimizing disruptions and ensuring that technological changes are secure and controlled.



● **IT Services Catalog**

We have defined the main services offered to the business areas:

User Support (Service Desk): Single point of contact for incidents and requests.

Tracking Platform Management: Critical 24/7 availability.

Cloud Infrastructure: Provision of resources for the logistics system.

Endpoint Security: Antivirus and patch management on field devices.



● Incident Management and SLAs

To ensure agility, we have established Service Level Agreements (SLAs):

- **P1 (Critical):** Logistics system down. **Response:** 15 min | **Resolution:** 2 hours.
- **P2 (High):** Failure of shipping label printers. **Response:** 1 hour | **Resolution:** 4 hours.
- **P3 (Medium):** Request for new user in the system. **Response:** 4 hours | **Resolution:** 24 hours.



● Change Management (Enablement)

To avoid downtime caused by poorly planned updates:

- **Standard Changes:** Low risk, pre-approved (e.g., mouse replacement).
- **Normal Changes:** Require evaluation by the Change Assessment Board (CAB) and testing in an approval environment.
- **Emergency Changes:** Made to correct critical failures, with accelerated approval and post-implementation review.



● Key Performance Indicators (KPIs)

Operational efficiency is measured monthly through:

- **MTTR (Mean Time to Repair):** Average time spent resolving an incident.
- **SLA Compliance:** Percentage of calls resolved within the agreed timeframe.
- **FCR (First Call Resolution):** Rate of incidents resolved on first contact.
- **Change Success:** % of changes that did not cause incidents after implementation.



● **Continuous Service Improvement (CSI)**

Application of the ITIL model of “Continuous Improvement”: assessing where we are, where we want to go, and how we will get there through constant feedback cycles from logistics users.



● Disclaimer

This document represents a fictional case developed for professional and educational purposes and does not reflect any real organization.