

Service Management Plan

PHX117

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Services

Azure Essentials

CI ID: Azure Essentials

CI Type: Managed Service

CI Description: Can be found in Service Description - [Azure Essentials Managed Service](#)

Product Owner: Managed Services Product Manager

Service Level Agreement: Can be found in Service Description - [Azure Essentials Managed Service](#)

Delivery Team: Cloud Services

Service Delivery Model: In-house delivery

Service Availability: 99.91% uptime

Service Cost: Can be found in [Managed Service Info Hub](#)

Service Reporting and Metrics: Can be found in [Managed Service Capacity Dashboard](#)

Service Continuity and Disaster Recovery: Can be found in [Business Continuity Manual](#)

CI Relationships: Zendesk, LogicMonitor, Confluence, Oasis, PSP

Service Relationships: None

Status: Operational

AVD Essentials

CI ID: AVD Essentials

CI Type: Managed Service

CI Description: Can be found in Service Description - [AVD Essentials Managed Service](#)

Product Owner: Managed Services Product Manager

Service Level Agreement: Can be found in Service Description - [AVD Essentials Managed Service](#)

Delivery Team: Cloud Services

Service Delivery Model: In-house delivery

Service Availability: 99.91% uptime

Service Cost: Can be found in [Managed Service Info Hub](#)

Service Reporting and Metrics: Can be found in [Managed Service Capacity Dashboard](#)

Service Continuity and Disaster Recovery: Can be found in [Business Continuity Manual](#)

CI Relationships: Zendesk, LogicMonitor, Confluence, Oasis, PSP

Service Relationships: None

Status: Operational

Sentinel Essentials

CI ID: Sentinel Essentials

CI Type: Managed Service

CI Description: Can be found in Service Description - [Sentinel Essentials Managed Service](#)

Product Owner: Head of Managed Security Services

Service Level Agreement: Can be found in Service Description - [Sentinel Essentials Managed Service](#)

Delivery Team: SOC

Service Delivery Model: In-house delivery

Service Availability: 99.91% uptime

Service Cost: Can be found in [Managed Service Info Hub](#)

Service Reporting and Metrics: Can be found in [Managed Service Capacity Dashboard](#)

Service Continuity and Disaster Recovery: Can be found in [Business Continuity Manual](#)

CI Relationships: Zendesk, Confluence, Oasis, PSP

Service Relationships: None

Status: Operational

Known Limitations

Availability Limitations

There may be availability limitations when certain service components are down for maintenance. This is factored into our master services agreement so customer and stakeholder expectations can be managed. Phoenix IT Managed Services are built with service availability considered (Risk R26)

Performance Limitations

There may be performance limitations if there are certain scenarios when service performance may be impacted (e.g. during peak usage periods). This is communicated in our master services agreement so customer and stakeholder expectations can be managed. Phoenix IT Managed Services are built with performance limitations considered. (Risk R26)

Capacity Limitations

Any capacity limitations will be communicated to the customer and stakeholders in their work order. This may include but is not limited to, the number of tickets they can log, number of users supported, scope of supported components. Phoenix IT Managed Services are built with performance limitations considered. (Risk R03)

Security Limitations

Security limitations will be communicated in the Master Services Agreement, Work Order and/or Service Description. If there are limitations on the security measures that can be implemented (e.g. due to budget or technical constraints), it is important to communicate this to customers and stakeholders. (Risk R21, R35)

Scope Limitations

Scope limitations will be communicated in the Master Services Agreement, Work Order and/or Service Description. (Risk R25)

Resource Limitations

Any resource limitations will be unexpected and handled under our Business Continuity Plans. (Risk R02)

Legal And Regulatory Limitations

Detailed in Service Management Policy and Legal Register. (Risk R05)

Obligations

Phoenix has several obligations which it is expected to meet and whilst efforts are made to standardise this where possible these may differ between customers and services; the following obligations should be considered.

Policies

Policies are an important component of the Service Management System (SMS) and are considered in the development, implementation, and maintenance of the SMS. The policies of Phoenix are reviewed and assessed to ensure alignment with the objectives and requirements of the SMS. Any gaps or inconsistencies between the policies and the SMS are identified and addressed as part of the ongoing improvement process. The policies are also used to establish clear expectations and obligations for all stakeholders involved in the provision and use of the services within the SMS.

Standards

Standards are an important reference for the Service Management System (SMS) and are considered in the development, implementation, and maintenance of the SMS. Relevant standards are identified and assessed to ensure that the SMS meets the necessary requirements and best practices. Any gaps or inconsistencies between the SMS and the relevant standards are identified and addressed as part of the ongoing improvement process. The standards are also used to establish clear expectations and obligations for all stakeholders involved in the provision and use of the services within the SMS. The SMS is designed to comply with applicable standards and to continuously improve to meet the changing needs and expectations of Phoenix and its stakeholders.

Legal

Legal obligations are an important consideration in the development, implementation, and maintenance of the Service Management System (SMS). Relevant laws and regulations are identified and assessed to ensure that the SMS meets the necessary legal requirements. Any gaps or inconsistencies between the SMS and legal obligations are identified and addressed as part of the ongoing improvement process. The legal obligations are also used to establish clear expectations and obligations for all stakeholders involved in the provision and use of the services within the SMS. The SMS is designed to comply with all applicable legal obligations and to continuously improve to meet the changing legal requirements and expectations of Phoenix and its stakeholders.

Regulatory

Regulatory obligations are an important consideration in the development, implementation, and maintenance of the Service Management System (SMS). Relevant regulations and standards are identified and assessed to ensure that the SMS meets the necessary regulatory requirements. Any gaps or inconsistencies between the SMS and regulatory obligations are identified and addressed as part of the ongoing improvement process. The regulatory obligations are also used to establish clear expectations and obligations for all stakeholders involved in the provision and use of the services within the SMS. The SMS is designed to comply with all applicable regulatory obligations

and to continuously improve to meet the changing regulatory requirements and expectations of Phoenix and its stakeholders.

Contractual

Contractual obligations are an important consideration in the development, implementation, and maintenance of the Service Management System (SMS). Relevant contractual agreements and commitments are identified and assessed to ensure that the SMS meets the necessary contractual requirements. Any gaps or inconsistencies between the SMS and contractual obligations are identified and addressed as part of the ongoing improvement process. The contractual obligations are also used to establish clear expectations and obligations for all stakeholders involved in the provision and use of the services within the SMS. The SMS is designed to comply with all applicable contractual obligations and to continuously improve to meet the changing contractual requirements and expectations of Phoenix and its stakeholders.

Authorities And Responsibilities

Phoenix has established a clear and well-defined structure for authorities and responsibilities within the Service Management System (SMS) and related services. This structure ensures effective decision-making, communication, and control across all levels of the organization. Key roles and responsibilities include:

Top Management

Responsible for setting the strategic direction of the organization, providing resources for the SMS, and ensuring its alignment with business objectives. Top management is also accountable for the overall performance and continual improvement of the SMS and services.

Service Management System Owner

Responsible for overseeing the design, implementation, and maintenance of the SMS, ensuring compliance with ISO/IEC 20000 requirements, and acting as the primary point of contact for internal and external audits.

Product Owners

Accountable for the creation and commercialisation of specific services, including service design, relevance, profitability, go-to-market, and sales. Product Owners work closely with Service Owners to ensure the effective integration of service management processes.

Service Owners

Accountable for the ongoing delivery, management, and improvement of specific service management processes, such as incident management, change management, and problem management. They ensure the processes are documented, followed, and continually improved.

Service Management Team

Responsible for the day-to-day operations of the SMS, executing service management processes, and delivering services according to agreed-upon service levels.

Service Desk

Acts as the single point of contact for customers, handling service requests, incidents, and providing information about the services. The Service Desk ensures prompt resolution of issues and effective communication with customers.

All personnel involved in the SMS and service delivery are provided with the necessary training, support, and resources to carry out their assigned tasks. Regular performance reviews and feedback mechanisms are in place to evaluate the effectiveness of the SMS and the services, and to identify areas for improvement.

By defining and assigning authorities and responsibilities in this manner, Phoenix ensures effective management, control, and continual improvement of the Service Management System and the services it provides.

Role	Responsible
Top Management	Phoenix Board / Executive Committee
Service Management System Owner	Service Management Committee
Product Owner	Managed Service Product Manager / Head of Managed Security Services
Service Owners	Service Delivery Teams – Infrastructure Services, Cloud Services, SOC, SAM
Service Management Team	Head of Service Delivery, Cloud Services Manager, Infrastructure Services Manager, Service Desk Manager, SOC Team Leader
Service Desk	Service Desk

Financial Resources

Financial resources are a crucial aspect of our Service Management System (SMS), ensuring that Phoenix can efficiently deliver and maintain services in accordance with the agreed-upon service levels, quality standards, and customer expectations. To ensure the availability and allocation of adequate financial resources, Phoenix has implemented the following strategies:

Budget Planning and Allocation

Top Management, in collaboration with the Service Management System Owner, Service Owners, and Process Owners, conducts regular budget planning sessions to identify the financial resources needed to support the SMS and its related services. The budget covers expenses such as personnel, technology, tools, training, and infrastructure. Budget allocations are prioritized based on the strategic objectives, risks, and opportunities identified during the planning process.

Financial Monitoring and Control

Phoenix has established financial monitoring and control mechanisms to track and manage expenses related to the SMS and its services. Regular financial reviews and reporting are conducted to ensure that allocated resources are utilized effectively and in alignment with the

budget. Any discrepancies or potential issues are addressed promptly to maintain financial stability and prevent any adverse impact on service delivery.

Cost Optimization and Efficiency

Phoenix continuously seeks opportunities to optimize costs and improve financial efficiency in the SMS. This includes the evaluation of alternative technologies, tools, and service delivery models, as well as the implementation of cost-saving measures, such as process automation and resource sharing. Cost optimization initiatives are carefully assessed for their potential impact on service quality and customer satisfaction.

Investment in Continual Improvement

A portion of the budget is dedicated to investments in the continual improvement of the SMS and its services. These investments may include the adoption of new technologies, tools, or methodologies that enhance service delivery, improve efficiency, or reduce costs. Phoenix evaluates the return on investment (ROI) of these initiatives to ensure they contribute to the overall effectiveness and sustainability of the SMS.

By implementing these strategies and allocating appropriate financial resources, Phoenix is committed to maintaining a robust and effective Service Management System that consistently meets the needs and expectations of our customers, stakeholders, and regulatory requirements.

Technical Resources

Technical resources play a vital role in supporting the Service Management System (SMS) and enabling Phoenix to deliver high-quality, reliable services to our customers. To ensure the availability and effective utilization of technical resources, Phoenix has implemented the following strategies:

Infrastructure and Tools

Phoenix has established a robust infrastructure and a suite of tools to support the SMS and its services. This includes hardware, software, network equipment, communication systems, and monitoring tools that enable the efficient execution of service management processes and the delivery of services according to agreed-upon service levels.

Technology Evaluation and Selection

To ensure the use of appropriate and up-to-date technologies, Phoenix conducts regular evaluations of existing technical resources and assesses new technologies for their potential benefits, risks, and compatibility with the SMS. The evaluation and selection process involves input from Service Owners, Product Owners, and other relevant stakeholders to ensure that chosen technologies align with the organization's strategic objectives and customer needs.

Technical Expertise and Support

Phoenix maintains a team of skilled technical personnel who possess the expertise required to manage, operate, and support the technical resources associated with the SMS and its services.

This includes system administrators, developers, and technical support staff, who are responsible for maintaining the performance, reliability, and security of the technical infrastructure and tools.

Capacity and Performance Management

Phoenix has implemented capacity and performance management processes to ensure that technical resources are adequately sized and optimally utilized to meet the current and future demands of the SMS and its services. This includes regular monitoring, forecasting, and planning activities that help identify and address potential capacity and performance issues before they impact service delivery.

Maintenance and Upgrades

Phoenix has established a proactive maintenance and upgrade program for its technical resources to ensure their continued availability, reliability, and security. This includes scheduled maintenance activities, timely updates and patches, and the replacement or upgrade of hardware and software as required.

By adopting these strategies and ensuring the effective management of technical resources, Phoenix is committed to providing a robust and reliable Service Management System that consistently meets the needs and expectations of our customers, stakeholders, and regulatory requirements.

Human Resources

Human resources are essential to the successful operation and continuous improvement of our Service Management System (SMS) and the delivery of high-quality services to our customers. To ensure we have the right people with the right skills and competencies, Phoenix has implemented the following strategies:

Role Definition and Competency Mapping

Phoenix has clearly defined roles and responsibilities for all personnel involved in the SMS and its services, including Top Management, Service Management System Owner, Product Owners, Service Owners, Service Management Team, and Service Desk. Competency requirements have been established for each role, outlining the knowledge, skills, and abilities necessary to perform their respective duties effectively.

Recruitment and Selection

Phoenix follows a structured recruitment and selection process to ensure that the best-suited candidates are hired for each role within the SMS. This process includes the identification of role requirements, sourcing and screening of candidates, interviews, and reference checks. Phoenix aims to hire personnel with a strong commitment to customer satisfaction and a proven track record in service management.

Training and Development

Phoenix is committed to providing ongoing training and development opportunities to its employees, enabling them to stay current with industry best practices, technology advancements, and service management processes. This includes a mix of formal training, on-the-job learning, and knowledge sharing through internal forums and workshops. Training needs are assessed regularly, and performance evaluations are used to identify areas for improvement and skill development.

Performance Management and Feedback

Phoenix has implemented a performance management system that sets clear expectations and goals for each employee within the SMS. Regular performance reviews and feedback sessions are conducted to evaluate progress, identify areas for improvement, and align individual performance with the overall objectives of the SMS and the organization.

Employee Engagement and Retention

Phoenix values its employees and aims to create a supportive and inclusive work environment that fosters collaboration, innovation, and personal growth. Employee engagement and satisfaction are regularly assessed through surveys and open communication channels. Phoenix also offers competitive compensation and benefits packages, recognition programs, and career development opportunities to retain top talent and maintain a motivated workforce.

By focusing on these human resource strategies, Phoenix is committed to building a skilled, engaged, and high-performing team that can deliver exceptional services and driving continuous improvement within the Service Management System.

Information Resources

Information resources are a critical component of our Service Management System (SMS) and are essential for effective decision-making, communication, and the delivery of high-quality services. To ensure the availability, integrity, and security of information resources, Phoenix has implemented the following strategies:

Information Management

Phoenix has established policies, procedures, and guidelines for the proper management and handling of information resources, including the creation, storage, retrieval, modification, and disposal of data. These policies ensure that information resources are consistently managed according to best practices and in compliance with applicable legal and regulatory requirements.

Access Control and Security

Phoenix has implemented access control mechanisms to ensure that only authorized personnel have access to the necessary information resources for their role within the SMS. This includes the use of user authentication, role-based access control, and encryption technologies to protect sensitive information from unauthorized access, disclosure, or tampering.

Data Backup and Recovery

Phoenix has implemented a robust data backup and recovery strategy to ensure the continued availability of information resources in the event of data loss, system failures, or disasters. Regular backups are conducted, and recovery procedures are tested periodically to ensure their effectiveness and readiness.

Information Sharing and Collaboration

Phoenix has established platforms and tools that facilitate the efficient sharing and collaboration of information resources among team members within the SMS. These tools support real-time communication, document sharing, and knowledge management, enabling personnel to access the information they need when they need it.

Information Resource Evaluation and Improvement

Phoenix regularly assesses the effectiveness of its information resources, including the quality and relevance of the data, the efficiency of information management processes, and the security of the information. Based on this assessment, improvements are made to the information resources to ensure their continued usefulness and reliability in supporting the SMS and its services.

By implementing these strategies and effectively managing information resources, Phoenix is committed to providing a reliable and secure Service Management System that consistently meets the needs and expectations of our customers, stakeholders, and regulatory requirements.

Working With Other Parties

Phoenix recognizes the importance of effectively collaborating and communicating with all parties involved in the service lifecycle to ensure the seamless delivery of high-quality services. To facilitate successful working relationships with customers, suppliers, partners, and other stakeholders, Phoenix has implemented the following strategies:

Clear Roles and Responsibilities

Phoenix has defined clear roles and responsibilities for each party involved in the service lifecycle, ensuring that expectations are well understood and that each party knows their contribution to the overall success of the services.

Communication and Collaboration

Open and transparent communication channels have been established to facilitate information exchange, collaboration, and timely decision-making among all parties involved in the service lifecycle. Regular meetings, progress updates, and performance reports are used to keep everyone informed and aligned with the objectives and priorities of the services.

Service Level Agreements (SLAs) and Contracts

Phoenix has developed and implemented Service Level Agreements (SLAs) and contracts that clearly outline the responsibilities, performance expectations, and deliverables for each party

involved in the service lifecycle. These agreements serve as a basis for managing relationships and monitoring the performance of suppliers, partners, and other stakeholders.

Supplier and Partner Management

Phoenix has implemented a structured supplier and partner management process to ensure that all external parties involved in the service lifecycle adhere to the agreed-upon performance standards, quality requirements, and contractual obligations. This includes the selection and evaluation of suppliers and partners, ongoing performance monitoring, and the implementation of corrective actions as needed.

Integration and Coordination

Phoenix actively works to integrate and coordinate the efforts of all parties involved in the service lifecycle to ensure a seamless and efficient service delivery process. This includes the alignment of processes, tools, and methodologies, as well as the establishment of joint planning and improvement initiatives.

Conflict Resolution and Escalation

Phoenix has defined a clear process for resolving conflicts and escalating issues that may arise among parties involved in the service lifecycle. This process ensures that disagreements and challenges are addressed promptly and constructively, minimizing any potential negative impact on the services.

By adopting these strategies and fostering a collaborative approach to working with all parties involved in the service lifecycle, Phoenix is committed to delivering exceptional services and ensuring the ongoing success and satisfaction of our customers, stakeholders, and regulatory requirements.

Third Party	Type	Description	Measured
Microsoft Partner Premier Support	Support Provider	3 rd party support used by Phoenix	Ongoing performance reviews with Customer Success Manager
LogicMonitor	Tooling	Monitoring tool used by Phoenix to monitor customer environments	Uptime monitored and reported on
Zendesk	Tooling	ITSM tool used by Phoenix to support customers	Uptime monitored and reported on
Confluence	Tooling	Knowledge Management tool used by Phoenix for process and procedure	Uptime monitored and reported on

Technology Used To Support The SMS

Technology plays a crucial role in enabling the effective operation and management of our Service Management System (SMS), ensuring that services are delivered efficiently, reliably, and in

accordance with agreed-upon service levels. To support the SMS, Phoenix has implemented the following technology strategies:

Service Management Toolset

Phoenix has selected and deployed a comprehensive service management toolset, designed to facilitate the execution of key service management processes such as incident management, problem management, change management, and service level management. These tools streamline the management of service-related activities and provide real-time visibility into the performance of the SMS and its services.

Integration and Automation

Phoenix has prioritized the integration and automation of the various technology components and processes within the SMS to improve efficiency, reduce manual effort, and minimize the potential for errors. This includes the integration of service management tools with other systems and tools, such as monitoring and reporting platforms and IT asset management systems.

Monitoring and Reporting

Phoenix has implemented advanced monitoring and reporting technologies to ensure the ongoing health, performance, and availability of the SMS and its services. These technologies enable the proactive identification and resolution of issues before they impact service delivery, as well as the generation of insightful reports and dashboards that inform decision-making and drive continuous improvement.

Security and Compliance

Phoenix has adopted robust security technologies and practices to protect the SMS, its services, and the underlying infrastructure from potential threats and vulnerabilities. This includes the implementation of firewalls, intrusion detection systems, encryption technologies, and security policies that comply with industry standards and regulatory requirements.

Scalability and Flexibility

Phoenix has selected technology solutions that are scalable and flexible to support the evolving needs of the SMS and its services. This includes the use of cloud-based solutions, virtualization technologies, and modular architectures that enable rapid growth and adaptation to changing requirements.

By implementing these technology strategies, Phoenix is committed to providing a reliable, efficient, and secure Service Management System that consistently meets the needs and expectations of our customers, stakeholders, and regulatory requirements.

Measuring the Effectiveness

To ensure the ongoing effectiveness, efficiency, and continuous improvement of the Service Management System (SMS) and its services, Phoenix has implemented the following measurement, auditing, reporting, and improvement strategies:

Key Performance Indicators (KPIs)

Phoenix has established a set of relevant KPIs that enable the measurement and monitoring of the performance and effectiveness of the SMS and its services. These KPIs are aligned with the organization's strategic objectives, customer needs, and regulatory requirements and are regularly reviewed and updated to ensure their continued relevance.

Monitoring and Data Collection

Phoenix has implemented monitoring and data collection mechanisms to gather accurate, reliable, and timely information on the performance and effectiveness of the SMS and its services. This data serves as the foundation for performance analysis, decision-making, and improvement initiatives.

Reporting and Analysis

Phoenix has developed a comprehensive reporting framework that provides regular insights into the performance and effectiveness of the SMS and its services. Reports and dashboards are generated and reviewed by relevant stakeholders, including Top Management, Product Owners, and Service Owners, to support informed decision-making and drive improvements.

Internal Audits

Phoenix conducts periodic internal audits of the SMS and its services to assess their compliance with established policies, procedures, and standards. The results of these audits are used to identify areas of non-compliance, potential risks, and opportunities for improvement.

Management Reviews

Top Management conducts regular management reviews of the SMS and its services to evaluate their overall effectiveness, efficiency, and alignment with the organization's strategic objectives. These reviews consider the results of performance reports, audits, customer feedback, and other relevant inputs, and lead to the identification and prioritisation of improvement initiatives.

Continual Improvement Process

Phoenix has established a structured continual improvement process to drive ongoing improvements in the SMS and its services. This process includes the identification, prioritisation, implementation, and monitoring of improvement initiatives based on the analysis of performance data, audit findings, management reviews, and other inputs.

By adopting these strategies and maintaining a strong focus on measurement, auditing, reporting, and improvement, Phoenix is committed to ensuring the continued effectiveness and success of our Service Management System and the services we deliver to our customers, stakeholders, and regulatory requirements.

Configuration Management

Zendesk

CI Name: Zendesk
CI Type/Category: Software
CI Description: ITSM Tool
Status: Operational
Owner: Head of Service Delivery
Environment: Production
Related CIs: PSP

LogicMonitor

CI Name: LogicMonitor
CI Type/Category: Software
CI Description: Monitoring tool for infrastructure components
Status: Operational
Owner: Head of Service Delivery
Environment: Production
Related CIs: N/A

Confluence

CI Name: Confluence
CI Type/Category: Software
CI Description: Knowledge Management
Status: Operational
Owner: IT Service Desk Manager
Environment: Production
Related CIs: N/A

Oasis

CI Name: Oasis
CI Type/Category: Software
CI Description: Contract Management
Status: Operational
Owner: Systems Development Manager
Environment: Production
Related CIs: PSP

PSP

CI Name: PSP

CI Type/Category: Software

CI Description: Phoenix online marketplace

Status: Operational

Owner: Systems Development Manager

Environment: Production

Related CIs: Oasis, Zendesk

Zendesk, LogicMonitor, Confluence, Oasis, PSP

Template

CI Name: _ [Name of the Configuration Item]

CI Type/Category: _ [Type or category of CI (Hardware, Software, Service, etc.)]

CI Description: _ [Brief description of the CI]

Status: _ [Current status of the CI (Operational, Under Maintenance, Retired, etc.)]

Owner: _ [Person or team responsible for the CI]

Environment: _ [Operational environment where the CI is used (Production, Testing, Development, etc.)]

Related CIs: _ [Any related Configuration Items, e.g., software installed on a server]

Improvement Targets

Taking into consideration the strategic business objectives, the service management objectives are described below:

Objective	Measurement Target	Measurement Period	Completion Date	Status
24x7 SOC Team	24x7 SOC availability	FY23	28/02/2023	Achieved
Improvements to monitoring	More efficiency	FY23	28/02/2023	Achieved
Productivity improvements	More Automation	FY24	28/02/2024	Open
Security Vetting	100% of technical staff to achieve relevant security vetting	FY24	28/02/2024	Open

24x7 SOC Team

What will be done: Make the SOC function available 24x7 to deliver 24x7 security services

Resources required: More staff and 24x7 rota, will need some up-front investment and a strong pipeline to justify investment.

Responsible: Head of Service Delivery and Head of Managed Security Solutions

Evaluation: SOC will be available 24x7 and service offerings reflective of that

Improvements to Monitoring

What will be done: Current monitoring tool can generate a lot of noise and false positives, does not integrate well with current ITSM

Resources required: SWOT analysis of different monitoring tools with set of requirements outlined, review of tools needed with commercial impact considered

Responsible: Head of Service Delivery, Managed Services Product Manager

Evaluation: Less monitoring alerts per customers, tickets auto remediate where possible, improved insights, feedback from technical delivery teams, customer reviews and data analysis of ITSM

Productivity Improvements

What will be done: Focus on productivity through use of better toolsets, terraform, DevOps, automation etc

Resources required: Led by Cloud Services Manager who has extensive Terraform and automation skills.

Responsible: Cloud Services Manager

Evaluation: Lower Cost of Delivery, more efficient services, staff morale.

Security Vetting

What will be done: All existing staff and new hires to go through SC and NPPV3

Resources required: Input from each person to complete vetting, managed by Project Manager

Responsible: Head of Service Delivery

Evaluation: 100% security vetted technical delivery team

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
SMC	1.0	23/01/2023	Original document, replacing PHX071 and PHX072
Richard Barwick	1.1	22/05/2023	Updates to configuration management for services
SMC	1.2	08/06/2023	Add Risk References, align Known Limitations to the Risk Register

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Clare Metcalfe	1.0	23/01/2023	Operations Director
Clare Metcalfe	1.1	22/05/2023	Operations Director
Clare Metcalfe	1.2	12/6/2023	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 12/06/2023