

George Jose Cayabyab

### Strategy Management for IT Services

- This process is where the skills, abilities, competitors, offerings and potential market spaces are evaluated to develop a strategy to serve clients/customers.
- Sub-processes:
  - Strategic Service Assessment
  - Service Strategy Definition
  - Service Strategy Execution
- Terms:
  - Business Planning Information
    - Input from clients and external Service
  - Service Strategy Plan
    - Converting plans/ideas into service/product that will satisfy customer needs
  - Strategic Action Plan
    - Steps required to implement Strategy Plan
  - Strategic Service Assessment
    - Enumerating weaknesses and strengths of a service provider
- Roles:
  - Service Strategy Owner – Process Owner
  - IT Steering Group

### Service Portfolio Management

- Manage Service Portfolio. Makes sure that required business outcomes are achieved using appropriate amount of investment
- Sub-processes:
  - Define and Analyze new or changed Services
  - Approve new or changed Services
  - Service Portfolio Review
- Terms:
  - Change Proposal
    - Major change; new service or big change to existing service
  - Service Charter
    - Description and approach to new or changed service
  - Service Model
    - Description and components to deliver the service
  - Service Portfolio
    - List of services
  - Service Portfolio Review Report
    - A document containing the results and findings from a service portfolio review
- Roles:
  - Service Portfolio Owner – Process Owner
  - IT Steering Group

## Financial Management for IT Services

- Manage the budget
- Sub-processes:
  - Financial management Support
  - Financial Planning
  - Financial Analysis and Reporting
  - Service Invoicing
- Terms:
  - Budget Request
  - Budget Allocation
  - Cost Data for service Provisioning
  - Financial Analysis
  - Financial Data Categories
  - Indirect Cost Allocation Table
  - Invoice
  - IT Budget
- Roles:
  - Financial Manager – Process Owner

## Demand Management

- To understand and manipulate customer needs
- Terms:
  - Pattern of Business Activity
    - Workload profiles containing the need or demand for a service
- Roles:
  - Demand Manager – Process Owner

## Business Relationship Management

- Maintaining good customer relationship
- Sub-processes:
  - Maintain Customer Relationships
  - Identify Service Requirements
  - Sign up Customer to Standard Services
  - Customer Satisfaction Survey
  - Handle Customer Complaints
  - Monitor Customer Complaints
- Terms:
  - Complaint Status Information
  - Complaints and Compliments
  - Complaints Log
  - Customer Portfolio
  - Customer Survey Questionnaire
  - Customer Survey Response
  - Desired Service Outcomes

- Outline of Service Requirements
- Roles:
  - Business Relationship Manager – Process Owner
  - Customer

Source:

- [https://wiki.en.it-processmaps.com/index.php/ITIL\\_Service\\_Strategy](https://wiki.en.it-processmaps.com/index.php/ITIL_Service_Strategy)