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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>