

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXXX

Revision History

Date	Version	Description	Author	Reviewer
10/05/2024	1.0	Issued version		

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
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Table of Contents

1.	INTRODUCTION.....	5
1.1	PURPOSE	5
1.2	SCOPE.....	5
1.3	DEFINITIONS, ACRONYMS AND ABBREVIATIONS	5
1.4	REFERENCES	5
2.	PROCESS.....	6
2.1	PROCESS CHARACTERISTICS	6
2.2	WORKFLOW	7
2.3	ACTIVITIES AND TASKS.....	8
2.3.1	ACTIVITIES	8
2.3.2	TASKS	8
2.4	RECORDS	10

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXX

List of Tables and Figures

Table 1.1 – Definitions, Acronyms, and Abbreviations	5
Table 1.2 – References.....	5
Table 2.1 - Process characteristics	6
Table 2.2 – Steps and tasks	9
Table 2.3 – Process records	10

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXXX

1. INTRODUCTION

1.1 PURPOSE

This document describes the service delivery process for delivery manager or delegated person who implemented service.

1.2 SCOPE

The process is used in service delivery realized at XXXXXXX

However, in a certain service, the service manager or the delivery manager can decide whether to apply this entire process or just a modified version of it to the service, or leave it out.

1.3 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

No	Abbreviations	Description
1.	SM	Service Manager
2.	DM	Delivery Manager
3.	CM	Competence Manager
4.	DC	Delivery Center
5.	N/A	Not Applicable

Table 1.1 – Definitions, Acronyms, and Abbreviations

1.4 REFERENCES

No	Document	Code	Description
1.	Guideline_Service_Delivery	QMS/PR_SD001/G001	Explain how to perform activities and tasks described in the delivery process
2.	Timesheet	QMS/PR_SD001/T001	Store the information about working time of a member in a project within a month
3.	Performance monitoring	QMS/PR_SD001/T002	Store the information about working performance of a member in a project within a month
4.	Project organization	QMS/PR_SD001/T003	Store information about project governance, list of members, communication model ...
5.			
6.			

Table 1.2 – References

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXX

2. PROCESS

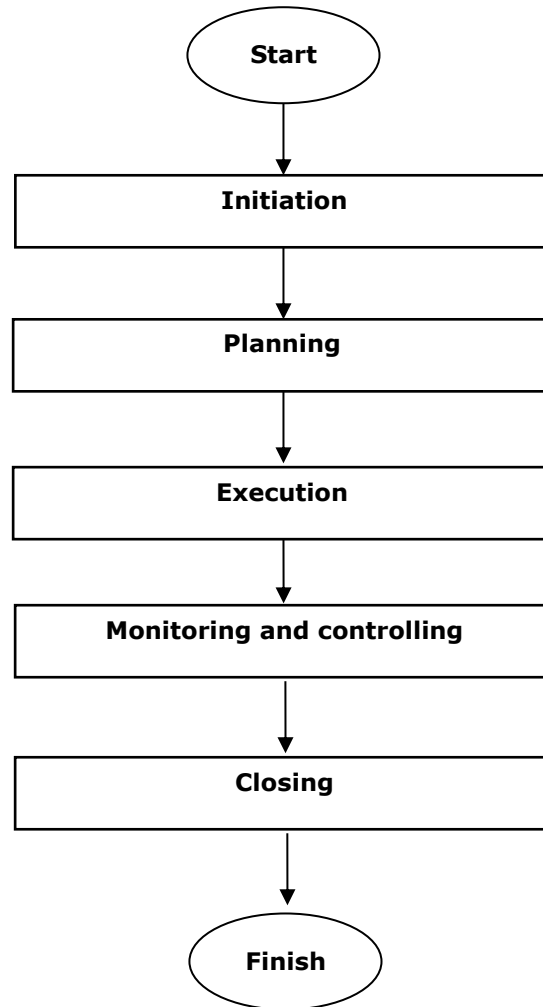
2.1 PROCESS CHARACTERISTICS

Characteristic	Description	Requirements
Involved workers	<ul style="list-style-type: none"> Service Manager Delivery Manager 	Involved workers have professional knowledge, experiences and skills to realize works.
Entry criteria	Requirements of project are defined with number of human resource, necessary skill, experience, service governance model.	N/A
Exit criteria	Project is ended with confirmation from customer.	N/A
Related processes	<ul style="list-style-type: none"> Service planning processes Service configuration Management Process 	N/A
Tool	<ul style="list-style-type: none"> Source Control Tools Email 	N/A

Table 2.1 - Process characteristics

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXX

2.2 WORKFLOW



XXXXXXX	QMS	Classification : Internal
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QMS/PR_SD001	Version: 1.0	Company : XXXXXX

2.3 ACTIVITIES AND TASKS

2.3.1 ACTIVITIES

Phase	Activity	Reference
1.0	Initiation	
2.0	Planning	
3.0	Execution	
4.0	Monitoring and controlling	
5.0	Closing	

2.3.2 TASKS

Step	Task	Responsibility	Input	Output	Reference
1	Initiation				
1.1	Receive information about new project from SM	DM	<ul style="list-style-type: none"> Customer's requirement 	N/A	Free form
1.2	Prepare HR for project by consult with CM Create project organization	DM	<ul style="list-style-type: none"> Customer's requirement HR assessment 	Project organization	QMS/PR_SD001/T003
1.2	Create configuration plan (optional)	DM	<ul style="list-style-type: none"> Service organization 	Configuration management plan	QMS/PR_SCM001
2	Planning				
2.1	Create onboard plan	TL	<ul style="list-style-type: none"> Customer's requirement Project organization 	Onboard plan	Free form
2.2	Create configuration plan (optional)	TL	<ul style="list-style-type: none"> Project organization 	Configuration management plan	QMS/PR_SCM001
3	Execution				
3.1	Execute onboard HR Collaborate with IT, HR department to get necessary resources for project	TL	<ul style="list-style-type: none"> Human resources Project organization Onboard plan 	Onboard training evaluation	Free form
3.2	Ensure project and members follow ISMS rules	TL	<ul style="list-style-type: none"> Human resources Project organization 	ISMS report (keyword report)	Free form

XXXXXXX	QMS	Classification : Internal
Service Delivery Process		Owner : Delivery Center
QMS/PR_SD001	Version: 1.0	Company : XXXXXXX

3.3	Inform to interested parties (HR, DM, SM) about any changes which related to HR in the project or any problem in the project	TL	<ul style="list-style-type: none"> Human resources Project performance 	Weekly report	Free form
4	Monitoring and controlling				
4.1	Monitor and control progress of service	DM	<ul style="list-style-type: none"> Human resources Service requirements 	<ul style="list-style-type: none"> Performance monitoring Timesheet Customer feedback 	QMS/PR_SD001/T001 QMS/PR_SD001/T002
4.2	Provide monitoring result to interested party (QPMC, Admin, Sales)	DM	<ul style="list-style-type: none"> Performance monitoring Timesheet 	N/A	
4.3	Analyze customer's feedback (if any)	DM, SM	<ul style="list-style-type: none"> Feedback of customer 	<ul style="list-style-type: none"> Corrective action logs 	QMS/PR_SM001/T001
4.4	Provide corrective actions to customer	DM	<ul style="list-style-type: none"> Corrective actions 	N/A	
5	Closing				
5.1	Receive information from SM about project closing	TL	<ul style="list-style-type: none"> Customer's requirement 	N/A	
5.2	Inform to interested parties (HR, DM, IT, SM) about current status and closing plan	TL	<ul style="list-style-type: none"> Project organization 	Closing plan	Free form
5.3	Close project as closing plan (Release HR, reclaim assigned resources ...)	TL	<ul style="list-style-type: none"> Project organization Closing plan Configuration management plan 	Closing result	Free form

Table 2.2 – Steps and tasks