Revision History

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

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1. INTRODUCTION

1.1 PURPOSE

This document defines the service management process which is applied to The Company's services.

1.2 SCOPE

This process is used in service delivery realized at The Company.
However, in a certain service, the Delivery Manager can decide whether to apply this entire process or just a modified version of it or leave it out. It is highly emphasized that all activities tagged as mandatory shall not be dropped out by team leader.

1.3 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

No	Abbreviations	Description
1.	**SM**	Service Manager
2.	**DM**	Delivery Manager
3.	**CM**	Competence Manager
4.	**HR**	Human Resource Department
5.	**HRDC**	Human Resource Development Committee
6.	**ISEC**	Information Security Committee
7.	**IT**	IT Unit
8.	**DC**	Delivery Center
9.	**SALES**	Sales and Marketing Unit
10.	**The Company**	XXXXXXXXX
11.	**N/A**	Not Applicable

Table 1.1 – Definitions, Acronyms, and Abbreviations

1.4 REFERENCES

No	Document	Code	Description
1.	Process_Service Configuration Management	QMS/PR_SCM001	Configuration Management
2.	Process_Service Delivery	QMS/PR_SD001	Service Delivery

Table 1.2 – References

2. PROCESS

2.1 PROCESS CHARACTERISTICS

Characteristic	Description	Requirements
Involved workers	• Service Manager • Delivery Manager • Competence Manager • Human Resource Unit • Human Resource Development Committee • Information Security Committee • IT & Office Management Unit	• N/A
Entry criteria	• Customer official service request	• Customer's request presented in written form
Exit criteria	• Customer official service request; • Service termination	• Service termination conditions are reached.
Related processes	• Service Delivery Process	• Service Delivery Process
Tool	• N/A	• N/A

Table 2.1 - Process characteristics

2.2 WORKFLOW

2.2.1 GENERAL SERVICE MANAGEMENT
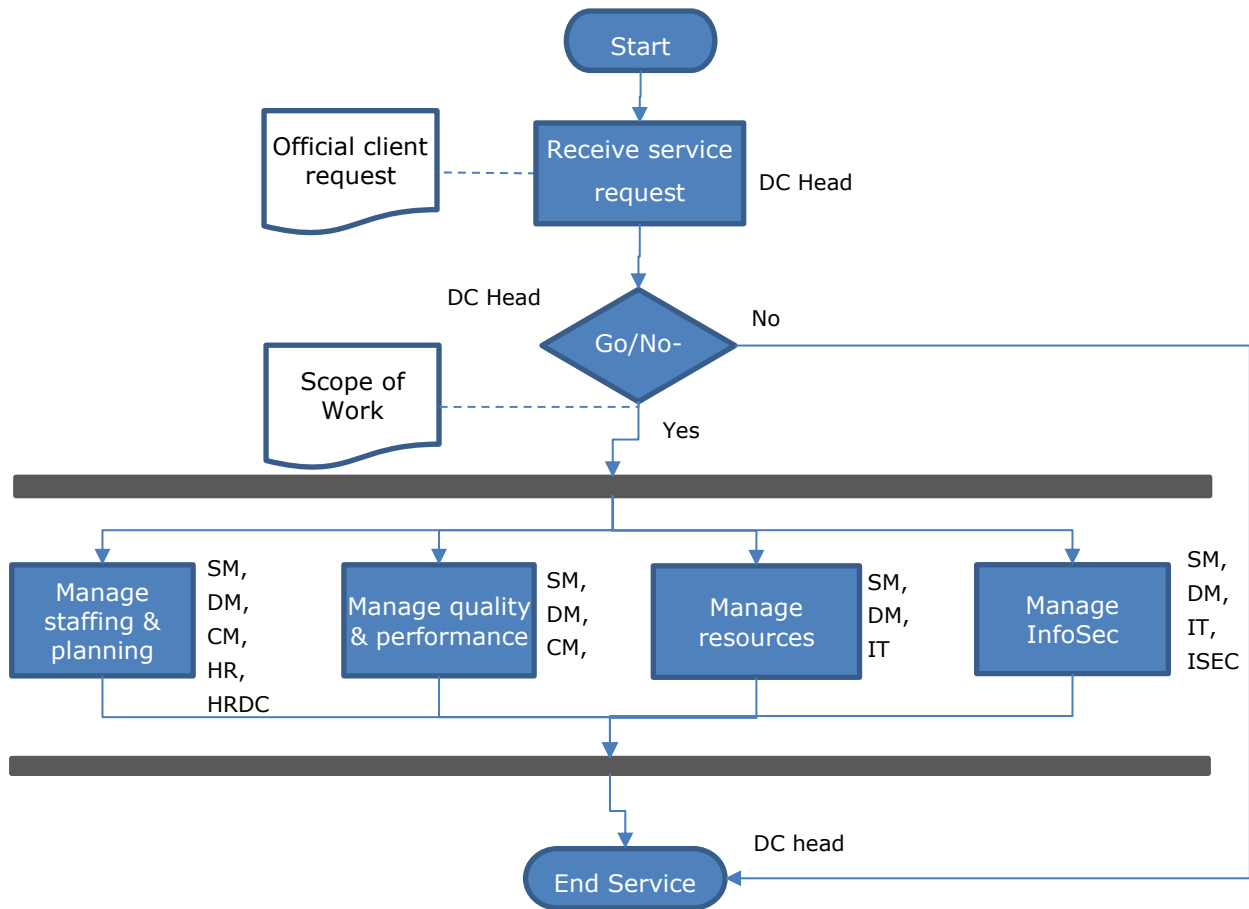
Figure 2.1 – General Service management process

Step	Task	Person in charge	Input	Output	Templates
1	Receive service request	DC Head	Customer official request for service	Service request and its related criteria	N/A
2	Go/NoGo decision	DC Head	Service request and its related criteria. Staff & resource status	Request acceptance or rejection confirmation. **In case of acceptance, SM and DM must be**	Free form for rejection/acceptance confirmation. 's SOW templates & examples for

				appointed and a SOW (Scope of Work) must be defined.	resource sharing service (for both Fixed-price and Time & Material models). Any other templates that are agreed with customer.
3.1	Manage staffing & planning	SM, DM, CM, HR, HRDC	Service acceptance. Service request and its related criteria.	See details in Manage staffing & planning workflow	See details in Manage staffing & planning workflow
3.2	Manage quality & performance	SM DM CM	Service acceptance. Service request and its related criteria.	See details in Manage quality & performance workflow	See details in Manage quality & performance workflow
3.3	Manage resources	SM DM IT	Service acceptance. Service request and its related criteria.	See details in Manage resources workflow	See details in Manage resources workflow
3.4	Manage InfoSec	SM DM IT ISEC	Service acceptance. InfoSec related criteria.	See details in Manage InfoSec workflow	See details in Manage InfoSec workflow
4	End service	SM DM DC Head	Service request and its related criteria.	Service consolidation/termination message	Free form

The workflows for sub-processes 3.1, 3.2, 3.3 and 3.4 are detailed in the next pages.

2.2.2 MANAGE STAFFING & PLANNING (3.1)
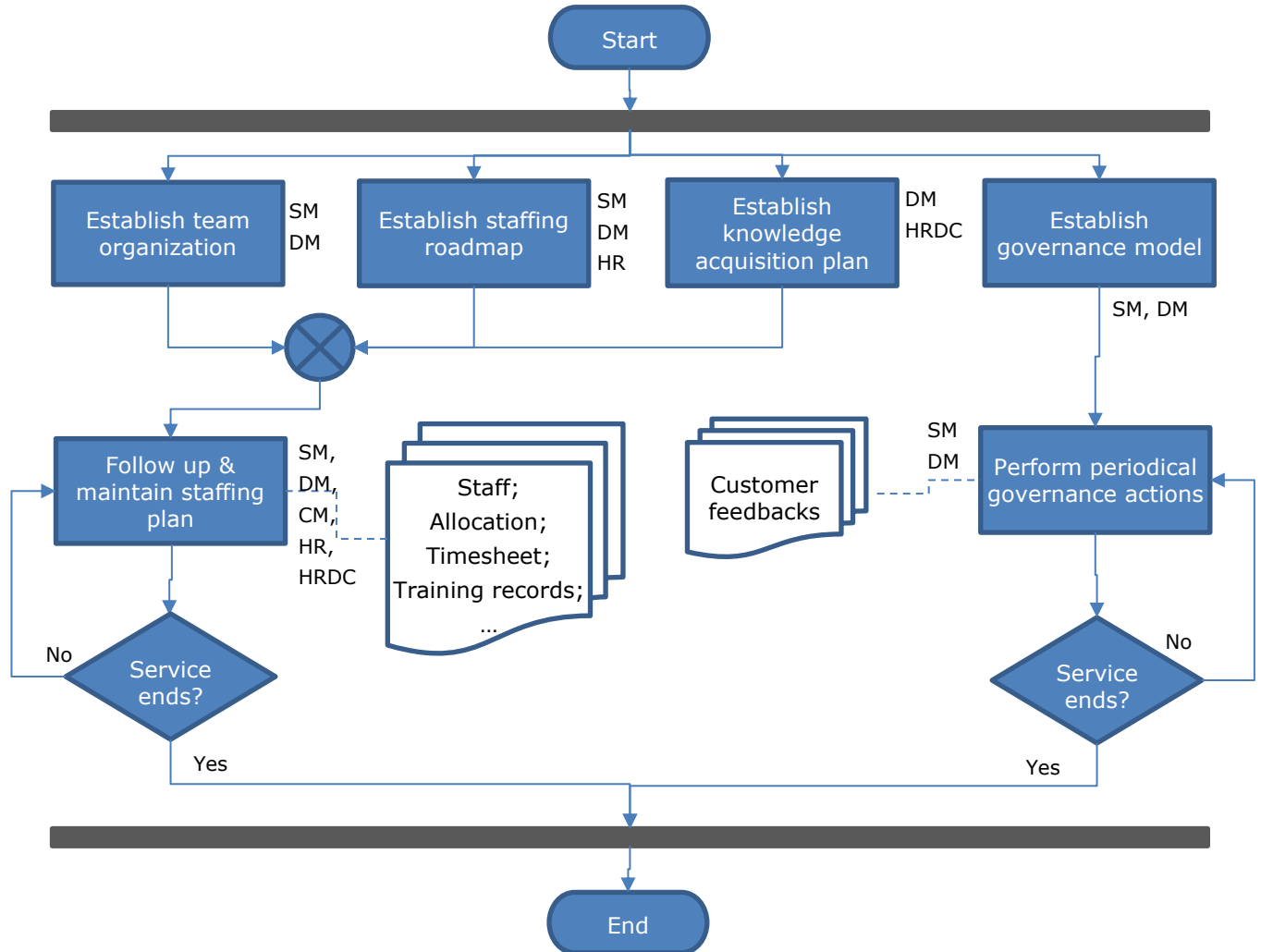
Figure 2.2 – Manage staffing & planning

Step	Task	Person in charge	Input	Output	Templates
1	Establish team organization	SM, DM	Service staffing request or estimation.	Team organization Team members identified (profiles, resumes)	Team organization sample; Short profile sample
2	Establish staffing roadmap	SM, DM, HR	Service staffing request or estimation.	Staffing roadmap; Recruitment plan;	Free form

3	Establish knowledge acquisition plan	DM, HRDC	Service request and its related criteria. Knowledge/competence status.	Competence/Skill gap report. Knowledge acquisition plan.	Free form
4	Establish governance model	SM, DM	Service request and its related criteria.	Agreement on governance model/method	Team organization sample;
5	Follow up & maintain staffing plan	SM, DM, HR	Staffing plan; Recruitment plan; Knowledge acquisition plan;	Team member availability announcements; Team members profiles; Training records; Allocation plan & records; Timesheets;	Short profile sample; Allocation table sample; Timesheet record sample;
6	Perform periodical governance actions	SM, DM	Customer feedbacks; Internally-detected issues; Training reports; Quality & performance reports; InfoSec reports; Audit reports;	Governance action plans; Action follow-ups reports;	Free form

2.2.3 MANAGE QUALITY & PERFORMANCE (3.2)
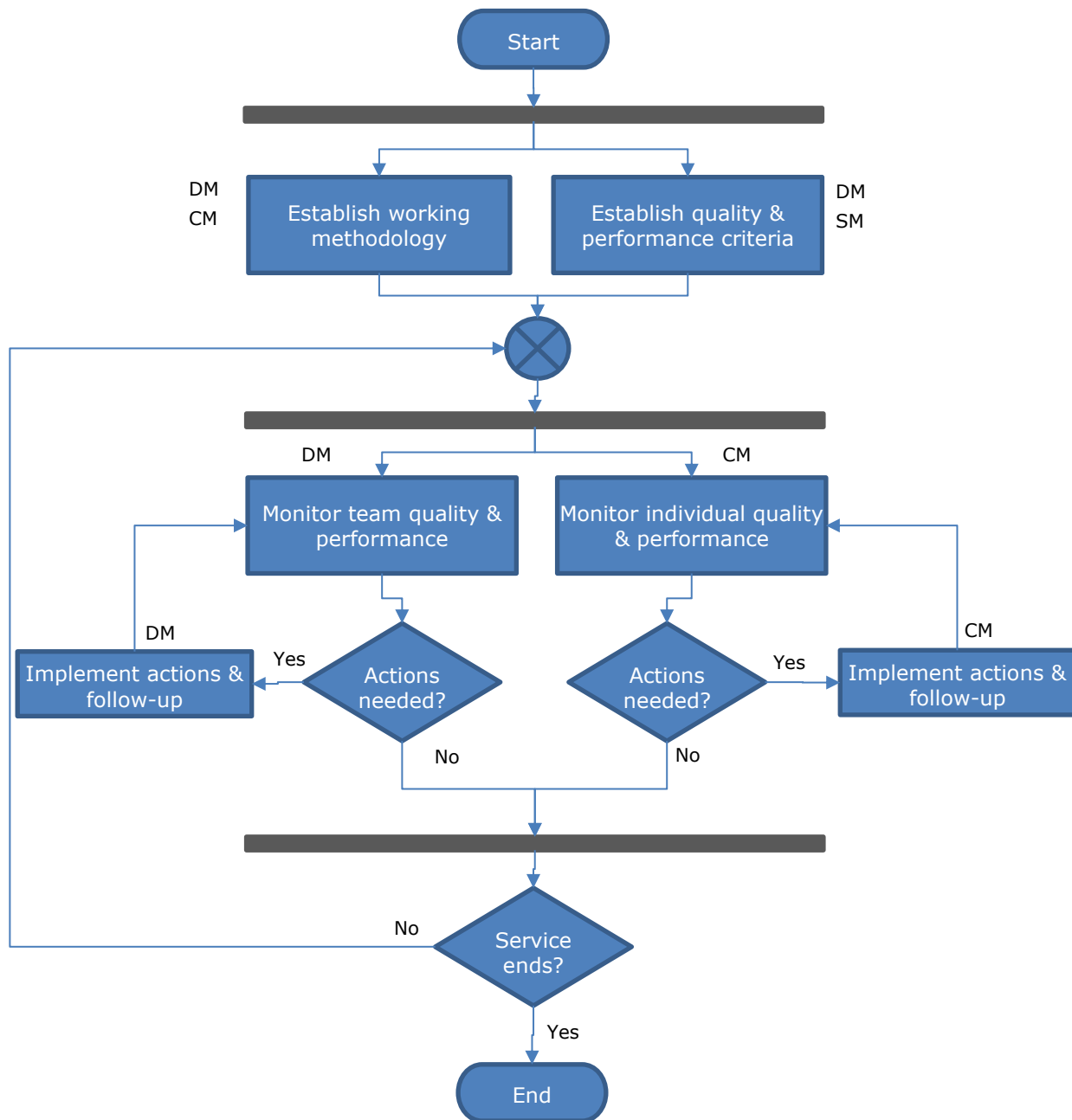
Figure 2.3 – Manage quality & performance

Step	Task	Person in charge	Input	Output	Templates
1	Establish working methodology	DM, CM	Service request and its related criteria.	Service governance model; Service delivery model;	Team organization sample (governance model; technology stack; tools…)
2	Establish quality & performance criteria	DM SM	Service request and its related criteria.	Quality & performance criteria	Free form
3	Monitor team quality & performance	DM	Quality & performance criteria	Team quality & performance assessment; Lessons learned;	Free form
4	Monitor individual quality & performance	CM	Quality & performance criteria	Individual quality & performance assessment; Lessons learned;	Free form
5	Implement actions & follow-up (team)	DM	Quality & performance assessment. Lessons learned;	Team action plans; Team Action reports;	Free form
6	Implement actions & follow-up (individual)	CM	Individual quality & performance assessment; Lessons learned;	Individual action plans; Individual action reports;	Free form

2.2.4 MANAGE RESOURCES (3.3)
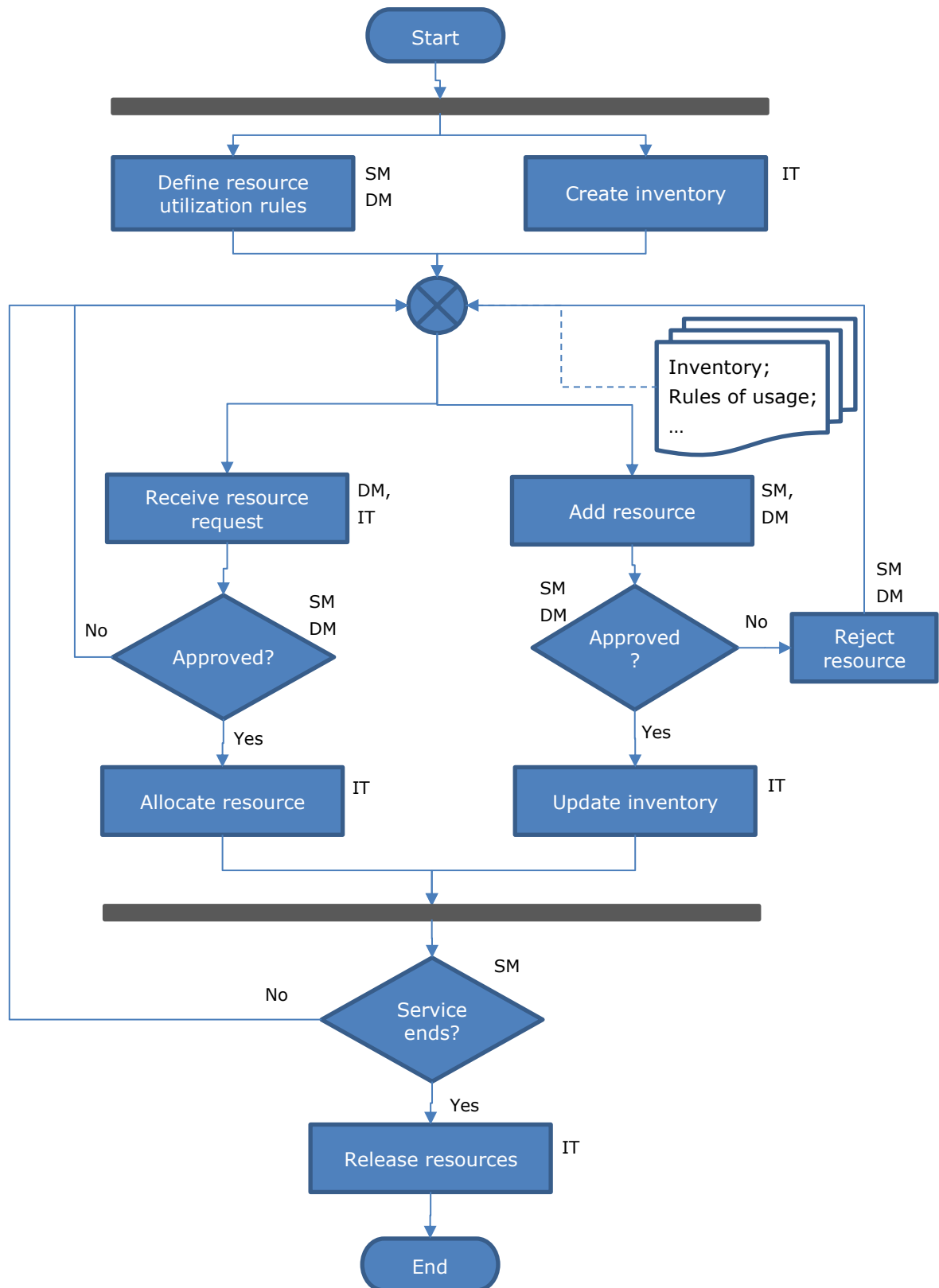
Figure 2.4 – Manage resources

Step	Task	Person in charge	Input	Output	Templates
1	Define resource utilization rules	SM, DM	Resource list; Manuals/Indication /Guidelines; Specific usage instructions;	Resource utilization rules/instructions	Free form
2	Create inventory	IT	Resource list;	Resource inventory/resource control ledger	Free form (IT-defined template)
3	Receive resource request	DM, IT	Resource allocation request from team members	Resource approval/rejection ;	Free from
4	Allocate resource	IT	Resource approval	Resource allocation notification	Free form
5	Release resources	IT	Resource release request	Resource release notification	Free from
6	Add resource	SM, DM	Resource adding request (from customer, SM or DM); Resource availability	Resource adding request approved or rejected;	Free form
7	Update inventory	IT	Approval of resource adding request	Inventory updated	Free form (IT-defined template)
8	Release resource	IT	Resource release request (from SM, DM or customer);	Inventory updated	Free form (IT-defined template)

2.2.5 MANAGE INFOSEC (3.4)

```
                                    Start
                                      │
        ┌───────────────────────────────────────────────────┐
        │                                                     │
  Receive InfoSec criteria   SM          Extract applicable internal   ISEC
                             DM               InfoSec criteria
                             ISEC
        │                                                     │
        └──────────────────────┬──────────────────────────────┘
                               ⊗   ISEC,
                               │   SM
  Update InfoSec criteria &        Issue service-specific        Service-specific
        plan         ←────────     InfoSec criteria & plan  ----  InfoSec criteria
  ISEC                                                            Service-specific
                                                                  InfoSec plan
        ┌──────────────────────┬──────────────────────────────┐
  Implement InfoSec criteria   ISEC,   Organize InfoSec trainings   ISEC
                               IT
        └──────────────────────┬──────────────────────────────┘

                        Monitor InfoSec   DM, ISEC, IT
                               │
  Trigger actions    ← Yes     InfoSec
  according to                 event?
  InfoSec plan    DM, ISEC, IT
                               │ No
                             Service    No
                             ends?      ───→ (back to Monitor)
                               │ Yes
                             End
```
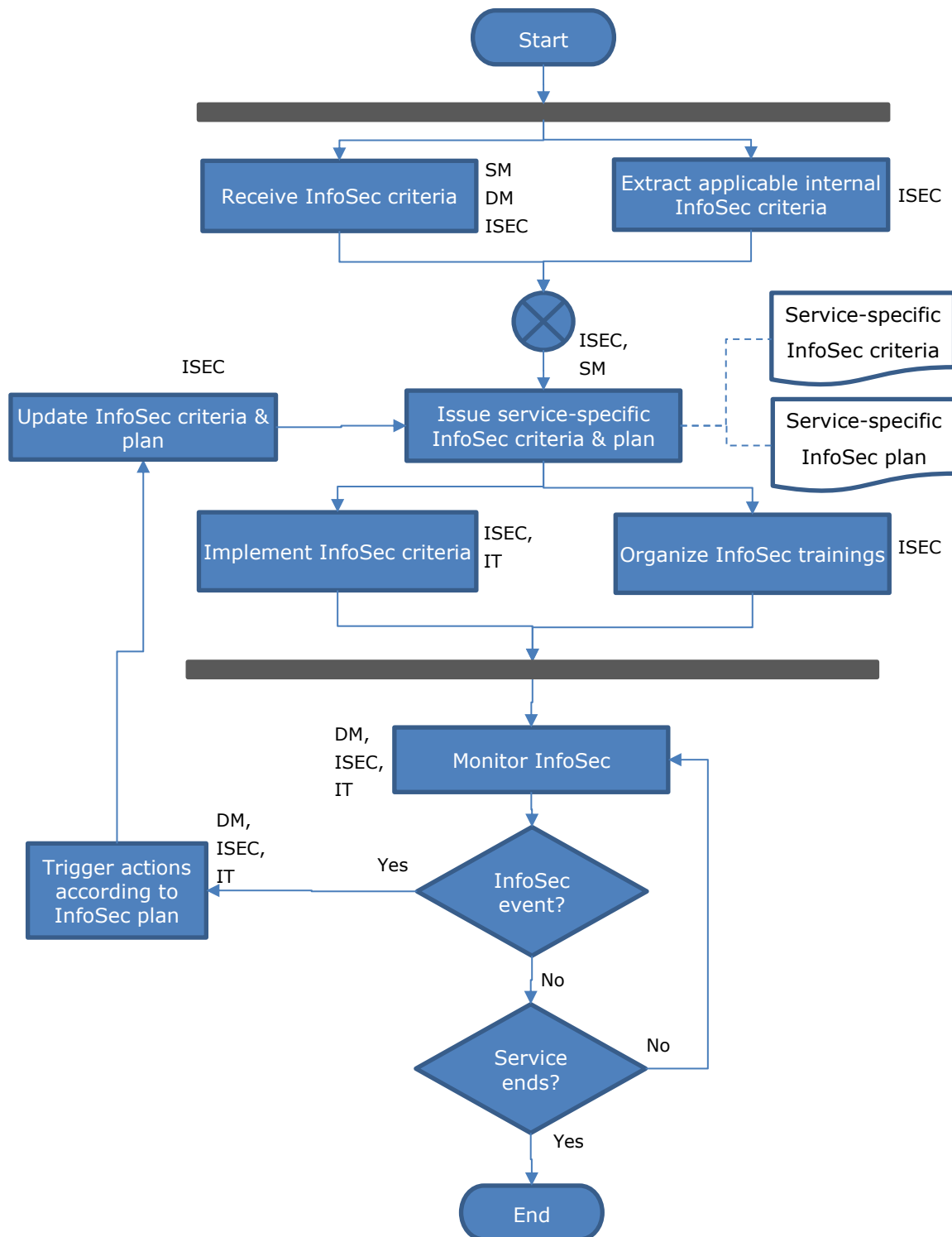
Figure 2.5 – Manage InfoSec

Step	Task	Person in charge	Input	Output	Templates
1	Receive InfoSec criteria	SM, DM, ISEC	InfoSec criteria from customer or partner (if there are)	InfoSec criteria available (and signed if mutually agreed);	N/A – depending on customer or partner
2	Extract applicable internal InfoSec criteria	ISEC	Internal InfoSec criteria	Internal InfoSec criteria that are applicable to service	N/A – depending on available documentation
3	Issue service-specific InfoSec criteria & plan	ISEC, SM	InfoSec criteria from customer or partner merged with internal InfoSec criteria that are applicable to service	InfoSec criteria applicable to service; InfoSec plan (including mitigation & contingency actions)	N/A – depending on available documentation
4	Implement InfoSec criteria	ISEC, IT	InfoSec criteria applicable to service	Network/Infrastructure configuration data; InfoSec action report;	Free form
5	Organize InfoSec trainings	ISEC	InfoSec criteria applicable to service	InfoSec training materials; InfoSec training records;	Free form
6	Monitor InfoSec	DM, ISEC, IT	InfoSec periodical reports; InfoSec events (if any)	InfoSec monitoring records;	Free form
7	Trigger actions according to InfoSec plan	DM, ISEC, IT	InfoSec events (if any)	InfoSec action records; Lessons learned;	Free form
8	Update InfoSec criteria & plan	ISEC	InfoSec action records; Lessons learned;	Updated InfoSec criteria & plan (if necessary);	Free form