

European Service Contract & Transition Manager - EUR00425

Dimension Data is simply a great place to work. We are a global leader in the provision and management of specialist IT infrastructure services and solutions. At Dimension Data, we have identified five major reasons why our people want to work for us:

- They get rewarded for their efforts
- They have the opportunity to work with brilliant people
- They form part of a global footprint
- There are opportunities to grow their careers
- They are part of the Green technology revolution.

To help us achieve our strategic business goals, we are currently looking for a **European Service Contract & Transition Manager** to join our organisation.

Geography: Pan-European Position Division: European Managed Services Operations

Office Location: UK, DE, Belgium, Netherlands

Reporting to: European Managed Services Operations Director

The SCT Manager mandate is to act as the Single Point of Engagement to MS Operation for:

- New Service Contracts or Service Contract changes, renewals and terminations – the contract lifecycle
- Management of the Contract Asset Database – the service asset lifecycle
- Service Design – the design of new or updated service products aiming at supporting the business objectives and mitigate the risks
- Contract Service Transition – the transition of an existing service into operations
- Service Enablement – the transition of either new service product into operations or changes in existing service products
- Although integral part of MSO values (Client Focus; Solution & Services Leadership; Operational Excellence), the primary SCT Manager driver is to demonstrate Dimension Data Operational Excellence (Operational Quality & Operational Efficiency).

As such, the SCT Manager will own and drive the following functions and activities at the European level:

- Contract Lifecycle Management
 - Ensure Managed Services Contracts are managed from Service Contract activation through to Service Contract deactivation. As such, ensure communication can be generated generated for Expirations Alerts; Activation Notifications; Exception Notifications, etc.;
 - Ensure Support Service Contracts renewals by proactively triggering the renewal process and following-up key renewals milestones;
 - Ensure that Contract & Client Data is uploaded correctly within our Contract Management system (SAP) and our Service Delivery system (GSOA), by enabling the Service Asset Lifecycle functions;
 - Provide forward visibility on MS Forecast as well as visibility on ACV on monthly basis.
- Service Asset Lifecycle Management – to identify, control, record, report, audit and verify Service Assets;

- Chair or delegate his/her chairman role to the European Data Quality Meeting and action accordingly on the issues/items being reported;
 - Identify control, record, report, audit and verify Service Assets & Configuration items (CIs). This applies to the full set of maintained attributes (technical, financial and administrative);
 - Ensure Data Quality is optimum to drive Operation Excellence and drive this Data Quality;
 - For multi-national business, ensure countries exchange all relevant asset based information required to operate the service;
 - Provide the right level of information; alerts and analysis regarding Service Asset Churn & Entitlement Churn;
 - Ensure Service Assets & Configurations Items are deployed correctly within our GSOA platform for any Standard and Non-Standard Services.
- Service Design
 - Assess the new service and understand the impacts in terms of contract lifecycle, service delivery operations, finance, service catalogue and service capacity
 - Work with the Capacity Management team to understand the requirements of the new service from a labour, parts and system perspectives
 - Work with the New Service Enablement team so they can plan for the introduction of the new service - Act as EU MSO Single Point of Contact in GSIP for Design & Build phases
 - Own, maintain and manage the European Managed Service Capability Matrix
 - Single Point of Interface between Services Architects & Managed Services Operations during pre-sales
 - Work closely with Service Architects to ensure all Standard capabilities are leveraged from in bid and proposal responses and non-standard capabilities are achievable
- Service Contract Transition Management – to ensure that:
 - New Service Contracts or Existing Service Contract changes, renewals are taken into operations with the level of planning and information required to guarantee that the Service will be delivered with the agreed Service Levels & commitments
 - Service Contract termination must be managed in such a way that we do not deliver a service the client is no longer entitled to, and that we do not disturb the services the client is still entitled to;
- New Service Enablement Management – to make sure that new service products or changes to existing service products are being handled through an agreed process. This function includes ensuring that:
 - The new service or the service change is properly documented, by producing service description, service definition and other related documentation;
 - The Service Catalogue and the Capability Matrix are being updated (but does not include their definition and maintenance);
 - The Entitlement structure is being documented;
 - The appropriate training material is put together, targeting both the Service Delivery and Contract Management organizations.
- Capacity & Availability Management – to proactively manage the resources (people, platforms, processes, and partners) availability and capacity across the entire chain required to take on a new Service Offering or a new Service Contract:
 - Support the latest Client Segmentation model to ensure Service is delivered with the adequate Service Level versus the client criticality;

- Document the Availability & Capacity Matrix and communicate to Europe MSO Direction as well as all relevant entities across the countries.

Direct Reports: European Transition Mgmt Manager, European Contract Lifecycle Manager, Service Design Engineer

Main Duties / Key Accountabilities In his/her capacity, the Country SCT Manager is responsible for the following tasks:

Development of Standard Ways of Working (SWoW) for all the activities that relate to the SCT functions:

- Contract Lifecycle
- Service Asset Lifecycle
- Service Contract Transition Management
- Service Enablement
- Service Design

The Standard Ways of Working consists of the following items:

- Policies
- Delivery model
- Processes
- Procedures
- System requirements
- Training material

Chairman of the European Service Contract & Transition Forum

- Host and entertain the European SCT Forum;
- Assign activities to Forum members so they work on activities on behalf of the Forum: this can include any items required by the definition of a Standard Way of Working. Can be but is not limited to: process definition, training writing, Conference Room Pilot, policy definition, rules definition, etc.;
- Report progress back to the Forum on the activities conducted on its behalf
- Update the Forum on projects and other activities that have an impact on the SCT activities;

People Management

- Drive a collaborative culture with the European Countries and the other regional alter egos;
- Develop a service-focused culture within operational areas and processes
- Motivate and develop the operational staff under their control to ensure that all services meet their OLA targets, ensure that these staff have up-to-date job descriptions, are regularly appraised, and have a current training plan for personal development; arrange for the recruitment of staff as necessary;
- Work with HR for any required People Change Management activities;
- Drive the introduction and alignment to the Dimension Data Job Framework;
- To arrange training or other means for SCT staff, both for personal development and for Services / Technical development to ensure they have all the required skills to undertake the role effectively & efficiently;
- Ensure on-going quality communication towards staff on our overall MS Operation Performance and relevance in line with our 3 drivers: Client Focus; Solution & Services Leadership; Operational Excellence.

Reporting

- Reporting – Own, manage and consolidate dashboards Service Contract & Transition related dashboards;
Budget Management
- Manage the European SCT Budget.

Interfaces with:

- Country SCT Managers
- Country Services and MSO Directors
- Europe RSO Team
- Europe Commercial Team
- Europe Finance Team
- Europe IT Business Analysts
- Group IT Business Analysts

Here's what we are looking for in candidates for this job:

Education, Training and Experience:

- Extensive experience in a multi-national organisation ideally within the IT industry with a focus on IT Service Management; IT Service Catalogue Management; Contract Management and Service Operations;
- Strong, demonstrable experience in IT Managed Services market, with a preference for IT infrastructure
- Three-year university degree (or higher)
- Successful track record of IT Service delivery Management, achieving SLAs and Client satisfaction and results through a matrix organization
- Management experience in a Professional or Managed Services business

Personal Attributes and Skills Required:

- Cross-cultural Curiosity; comfortable in multi-cultural teams;
- Communication Skills - Writing; Listening; Presentation; interpersonal skills; Persuasion; Ability to successfully negotiate & influence to achieve objectives
- Tenacity & Self-motivation - Stands-up for principles; Is resilient; Self motivated, ability to work un-supervised as well as being able to work as part of a team in a global and sometimes pressured environment;
- Proactive, flexible attitude to work with a willingness to constantly review and improve skills
- High Emotional Intelligence - Regulates own emotions; Active Listening; Inspires trust; Having integrity; Use feedbacks; Team Player
- Excellent networking and relationship building skills with the ability to collaborate at all levels within the organisation
- Strong analytical, organisational, presentation, and leadership skills
- A “people driver” capable of gaining buy-in, achieving results and managing conflicting interests across multiple areas of the business
- Ability to successfully negotiate and influence to achieve objectives and comfortable in a facilitation role
- Comfortable working in a collaborative environment (teamwork) with the ability to drive results through influence in a highly “matrix” organisation
- Self starter who displays ownership and drives to completion
- Operational Understanding - Understanding of & experience with ITIL; Understanding of system generally used in a services organisation

- Strong business acumen
- Fluent in English
- One or two European travels per month required