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# **SERVICE INTEGRATION AND MANAGEMENT (SIAM) ADVISORY SERVICES**

Service Definition  
Document

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# SERVICE OVERVIEW

Harrison's SIAM Advisory Service offers a scalable diagnostic assessment that aligns with the global Service Integration and Management (SIAM) standard. This assessment, with complexity tailored to the client's needs, prepares a viable roadmap and operating model to accelerate the client's SIAM implementation and support their digital transformation.

Harrison acts as the client's representative to oversee end-to-end availability and quality of IT support for business processes across multiple service providers. Our Service Integration and Management (SIAM) service provides the governance framework to manage service levels, monitor performance, and ensure accountability across suppliers.

# SERVICE FEATURES

- ▶ Advising and consulting clients on service integration and management (SIAM) frameworks and best practices.
- ▶ Develop a shared vision and target operating model for the SIAM framework.
- ▶ Outlines various sourcing models used in SIAM.
- ▶ Creates and documents standard processes and procedures for the organisation's SIAM framework.
- ▶ Establishes organisational and governance structures for the SIAM framework.
- ▶ Provides guidance on tooling and automation processes for SIAM.
- ▶ Facilitates the transformation to a SIAM operating model.
- ▶ Establishes standard processes to rapidly resolve incidents involving multiple suppliers.
- ▶ Develops standardised procedures to follow up on issues that arise across multiple suppliers.
- ▶ Establishes governance and standards for SIAM framework.
- ▶ The scope of work can be customised to meet each client's specific needs and requirements.
- ▶ The division of responsibilities between the client and Harrison will always allow for flexibility.
- ▶ Aligned to IT4IT framework.
- ▶ The system offers optional integration capabilities with ServiceNow ITSM.
- ▶ Standardising service levels across multiple IT vendors to ensure consistency.
- ▶ Implement a standardised process for onboarding and offboarding suppliers within the scope of the project.

# SERVICE BENEFITS

- Obtain buy-in from stakeholders and ensure the strategy aligns with their goals.
- Grasp the advantages, breadth, and magnitude of the SIAM framework.
- Pinpoint opportunities to enhance quality, efficiency, and transparency.
- Build a shared understanding, agreement, and unity of purpose.
- To achieve optimal results, utilise proven methods and focus on the most important elements for success.
- We offer independent advisory and consulting services, including gap analysis to identify areas for improvement.
- Develop a comprehensive roadmap customised to meet the specific requirements of the client.
- Gaining a precise and well-coordinated understanding of the current state.
- Unified point of contact for resolving incidents and problems across multiple suppliers.
- The ability to decide which SIAM processes to outsource or retain can greatly enhance flexibility.
- ServiceNow optimisation.
- Achieve transformation with low risk by following established procedures.
- Investment safeguarding by adhering to ITIL and IT4IT standards ensures the protection of your investments.
- Streamlining governance processes to minimise internal expenses associated with supplier management.
- Enhanced business integration by aligning SLAs across multiple suppliers.
- Gain valuable supplier performance insights by leveraging end-to-end visibility and key performance indicators (KPIs).
- Enhances innovation speed by rapidly onboarding new suppliers.

# HOW OUR PLANNING SERVICE OPERATES

SIAM Advisory offers insights and graphical representations to enhance comprehension of decision-making processes related to SIAM. This includes:

**SIAM Scoping Scenarios**

**SIAM Sourcing Scenarios**

**High Level SIAM Target  
Operating Model**

**High Level SIAM  
Transformation Roadmap**

The results are generated through four stages, involving multiple workshops with client representatives and Harrison's SIAM consultants to define specific deliverables:

**1. Initial SIAM Conversations &  
Awareness Meetings**

**2. SIAM Diagnostic Advisory  
Workshop Preparation**

**3. SIAM Diagnostic Workshop  
Execution**

**4. SIAM Diagnostic Advisory  
Report**

Harrison's recommended approach emphasises the importance of a gradual, phased transition and transformation for effectively implementing a SIAM function and ITSM solutions. It is crucial for your organisation to actively participate and collaborate with service providers' staff during these stages to ensure timely results.

# SET-UP AND MIGRATION

## Understanding the mechanics of the set-up or migration service:

Harrison's SIAM implementation project consists of five stages, with each stage producing deliverables that undergo review by both the parties involved and the client prior to moving on to the next phase.

**1. Start Up/Advisory:** The Harrison team is committed to collaborating with you to grasp your organisation's strategy, the SIAM end-state vision, and the associated implications and principles of this partnership to align the expectations of both your organisation and Harrison's teams. Additionally, we will assist you in creating a comprehensive transition and transformation plan, as well as finalising project logistics.

**2. Validate:** Harrison is responsible for conducting comprehensive Transition Planning and Due Diligence activities to verify the scope, dependency mapping, and risk profiling of the services.

**3. Adopt:** Harrison will primarily concentrate on implementing the Harrison-standard SIAM framework, defining processes, procedures, and work instructions.

**4. Enable:** Harrison is responsible for establishing the SI team according to the agreed SIAM Operating Model by implementing shadow support and primary support functions.

**5. Sign Off & Steady State Handover:** Harrison will collaborate with your organisation, the SI team, and the service providers to verify, assess, implement, and authorise the use cases of processes before transitioning them to steady state operations.

# WHY HARRISON?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.







# CONTACT US

Please send your requirements to [info@harrisonjamesit.com](mailto:info@harrisonjamesit.com). Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work



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