



SERVICE INTEGRATION AND MANAGEMENT (SIAM)

Service Definition
Document

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SERVICE DESCRIPTION AND APPROACH

Service Description

Harrison's SIAM service offers the evaluation, guidance, and conversion services essential for migrating your IT Service Management (ITSM) organisation to a multi-supplier ecosystem and cloud-based framework. We seamlessly incorporate the Service Integration layer (SIAM) into the comprehensive operational structure, providing adaptable commercial models that cater to your business requirements.

Our Approach

Harrison will partner with you to determine the desired outcomes with critical success factors tracked throughout the project. We are committed to collaborating closely with our clients. Our deliverables will encompass an agreed-upon vision statement with critical success factors, measurable project objectives and sign-off criteria, and a RACI chart outlining the roles and responsibilities for the entire team.

Our agile methodology assists clients in mitigating the high costs and risks that hinder business continuity, thereby hindering their ability to seize new opportunities. We establish effective governance and internal capabilities to ensure the realisation of benefits and the establishment of sustainable processes. This eliminates the necessity for ongoing and costly reliance on external support services provided by third parties.

SERVICE BENEFITS

Fostering a sense of competition among service providers.

The comprehensive design of the SIAM function encompasses the integration of people, processes, and tools. It equips organisations with the necessary skills, capabilities, and procedures to seamlessly integrate cloud services.

By transitioning to a multi-supplier service integrated environment, organisations can achieve a future-ready SIAM function that is capable of effectively managing multiple service providers.

The implementation of a multi-supplier, cloud-ready SIAM function enables improved service delivery across various functions and service providers, ensuring a coordinated approach.

The integration of multiple service provision methods into single end-to-end services allows for a streamlined and efficient service delivery model.

The SIAM function ensures that solution delivery aligns with business needs while maintaining the highest levels of security and assurance.

Through the establishment of standards, policies, and procedures, organisations can exercise control and governance over their suppliers, ensuring compliance and accountability.

The defined end-to-end services provided by the SIAM function offer transparency in terms of IT cost and value, enabling organisations to make informed decisions.

SERVICE FEATURES

Achieving the perfect balance of adaptability, creativity, uniformity, and reliable service.

Responsible for ensuring the seamless delivery of integrated services to the organisation.

Assisting in defining the most suitable strategic SIAM Target Operating Model.

Evaluating and enhancing ITIL processes to enhance maturity and create improvement plans.

Creating a comprehensive business case, commercial framework, and supplier sourcing strategy.

Developing a service-oriented multi-supplier service catalogue.

Offering guidance and designing the SIAM operating model and associated processes.

Managing the transition and transformation of multiple vendors.


Integrating services between on-premise and Cloud environments.

Establishing a SIAM governance structure that aligns with the new operating model.




KEY CONSIDERATIONS


When providing our service, we take numerous factors into consideration:




Principles - Establishing the guiding principles for future decision-making to create a transparent decision-making platform that ensures the realisation of benefits.




Capability - Aligning the technology roadmap with the necessary business capabilities to ensure a comprehensive understanding of all required business capabilities.




Benchmarking - Evaluating costs to ensure the appropriate allocation of funding and management resources to maximise value and performance.




Value Chain - Defining the value chain to ensure that any changes are made based on a clear comprehension of the business outcomes they support.




Target Portfolio - Offering clarity on the target applications and infrastructure to be streamlined, along with timelines, benefits, and risks.




Target Architecture - Providing a conceptual and/or logical blueprint to facilitate the transition from the current state to the future state architecture.



Transformation Plan - Documenting a clear roadmap of activities, including timelines, dependencies, benefits, risks, and implementation profiles.



Target Operating Model - Understanding how proposed changes to operations will be managed and how services will be delivered.



Benefits Realisation - Establishing a process to capture ongoing benefits and prevent value leakage, identifying cost savings for other activities.

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. 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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