



SERVICE INTEGRATOR (SIAM) DESIGN AND IMPLEMENTATION

Service Definition
Document

TABLE OF CONTENTS

Service Overview _____ 03

Service Features _____ 04

Benefits, Planning and Training _____ 05

Why Harrison _____ 06

Contact Us _____ 07



SERVICE OVERVIEW

We can help a client implement a Service Integration and Management (SIAM) function that acts as the lead supplier responsible for managing service delivery on behalf of a group of companies, as part of our SIAM design and implementation solution.

The SIAM will oversee the integrated helpdesk and all services provided by the suppliers operating within the multi-supplier model. It will span multiple vertical towers that are responsible for providing individual services like application development, networks, data centres, and projects. In this way, the SIAM will provide services to all functional areas.

The SIAM will serve as a single point of management and reporting for the cluster of suppliers within each supporting tower, and more significantly, it will act as a sole interface for the client.

We can help the client design the service integration and management (SIAM) function and establish relationships with existing suppliers. Additionally, we can manage the procurement of the SIAM provider, evaluate bids, negotiate contracts, and arrange subsequent contracting terms.

SERVICE FEATURES



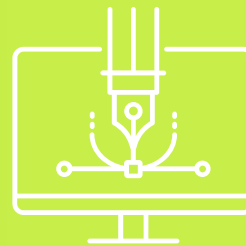
We clearly outline the desired structure and operations of the organisation to achieve its strategic goals.



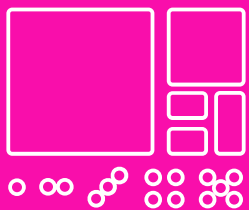
We highlight the key ITIL service towers that provide support and enable IT service management.



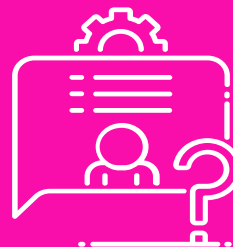
We help develop key performance indicators (KPIs), operating level agreements (OLAs), and service level agreements (SLAs) that measure and ensure service quality.



We help facilitate the migration of SIAM services to the new system.



We provide continuous oversight and management of vendor relationships and performance.



We continuously manage the contract and provide ongoing support.

BENEFITS, PLANNING AND TRAINING

Benefits

- Before helping to implement a Service Integration and Management (SIAM) system, we can first conduct an independent analysis to verify that the client has the internal capability to interact with and manage SIAM. This step is crucial given the critical nature of the services SIAM delivers and the fact that few clients successfully outsource this.
- Harrison can provide a quality assurance service to ensure that the contract with the appointed SIAM provider enables effective functioning. This includes verifying that subcontracts are in place and that the end-to-end structure links the SIAM to the necessary KPIs and service levels.

Planning

- We can develop comprehensive project plans that underpin any programme's execution and offer a complete breakdown of the required work. This includes creating project sub-plans, mapping products, resources, timelines, and highlighting interdependencies and critical paths. The project and programme management teams can then utilise the plans to deliver their respective projects and overall program.

Training

- As part of our service, we ensure all acquired knowledge is transferred to the client, along with ongoing detailed management reports, so the client gains knowledge and maintains clear visibility throughout the process.

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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