SERVICE MANAGEMENT OFFICE

Service Definition
Document

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SERVICE OVERVIEW

As a unique Managed Service Provider, Harrison is well-positioned to facilitate operational service integration across a in-house, monolith outsourced and multi-sourced service and ecosystem, enabling customers to develop and mature their IT service management capabilities. Harrison takes a collaborative hybrid approach to service management office integration, believing that while customers should retain overall ownership of key service management processes (strategy, portfolio & demand etc) and IT-related business decisions, specialist partners can manage the more tactical, administrative elements through a Service Management Office.

Our SMO offers fractional access to ITIL practice and capability specialists who serve as an extension of the customer's team, owning, managing and running service capabilities and service integration (when necessary) with all internal and external stakeholders across the service ecosystem.

The SMO's main components are service governance, continual service improvement (CSI), operational management of service management practices, and coordination with the service desk and other resolver groups.

Typically, customers prefer to maintain overall governance responsibilities, this allows customers to set service management expectations, prioritise business relationship management, formulate and execute strategy, while Harrison handles day-to-day adherence and delivery

SERVICE OJECTIVES

The SMO has cross-functional responsibilities across all IT services to manage delivery efficiency, quality, speed, and cost for the Service Management operation. While driving Continual Service Improvement across processes and functions, the SMO also enables stepped change improvement to meet the organisations aspirational maturity levels.

The SMO has additional objectives that include:

Our pre-built solutions and customisable approach enable fast, streamlined delivery

Creating, documenting, and maintaining ITIL policies, processes, and procedures to ensure they are actionable and right fit.

Maintaining accountability for all in-scope process areas and overseeing proper policy-compliant execution.

Conducting annual maturity assessments of Service Management practices to quantify improvements and alignment with organisational improvement needs.

Establishing clear communication plans and lines of responsibility across the Service Ecosystem, including governance, user facing, escalation paths, and supporting process documentation.

Serving as a single point of contact and Centre of Excellence for Service Management expertise and issues. Providing mentoring and coaching to the wider Service Management organisation

Developing internal metrics to quantify SMO success.

Governing end-to-end performance of relevant Service Management processes.

Establishing and managing a Community of Practice to provide a framework for evaluating and implementing process changes.

Establishing, maintaining, and coordinating delivery of all Service Management training.

SERVICE SCOPE

The scope of the SMO with respect to the ITIL process areas and functions include:
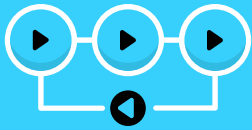
Availability Management
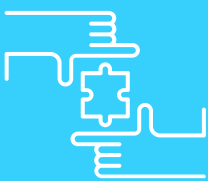
Capacity Management

Change Management

Incident Management

Service Quality

Major Incident Management

Problem Management

Release Management

Service Catalogue Management

Harrison can offer fractional roles and functions on an outsourced basis to help implement ITIL processes according to the volume of activity across services. This shared services model provides more efficiency, quality, and cost savings than the typical 1:1 mapping of process to role, which requires finding and retaining niche experts. Customers only pay for as much process management as their demand requires, avoiding the cost of full-time hires for part-time needs or the quality risks of overloading staff.
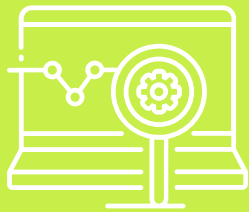
SERVICE ACTIVITIES

We implement, manage, and maintain service management capabilities, including services, processes, and tools, to enable them as appropriate.

We coordinate continual service improvement initiatives for processes, functions, and training activities by regularly scheduling service assurance audits.

The Service Assurance program confirms that Service Management processes are followed in retained IT functions, Service Towers, and Service Management groups through a structured approach.

If needed, Harrison will define the requirements for the service management toolset and establish accountability for it.

SERVICE RESOURCING

Since every engagement is unique, with varying resource requirements, maturity levels, organisational complexities, Harrison takes a flexible approach to evaluating needs and pricing services.

Harrison offers a free 1-day consultation to initially assess the client's goals and needs. After this initial assessment, Harrison presents a proposal outlining the objectives, estimated time and materials costs, and potential monthly fees for the engagement. This customised proposal allows for predictable monthly expenditures tailored to each client's specific needs.

Through Harrison's Service Management Office, customers can be assured that their hybrid operating models will be continuously managed, reviewed, and enhanced in a comprehensive manner.

To discuss objectives or get more information, please contact us directly.

SERVICE MANAGEMENT

Service Reviews are held at least monthly to assess the continued effectiveness of the Service Management Office and its subordinate service streams. The Service Review Board meets in person or via voice or video conference. At a minimum, meetings include relevant customer stakeholders and the nominated Harrison Service Account Manager. Service stream supplier representatives may also attend if needed.

The Service Review agenda will cover the following items:

- Dashboard/Balanced Scorecard review
- Overall service performance review (against SLA)
- Review of service consumption/utilisation Trend Analysis
- User experience assessment (Client Satisfaction Survey Results)
- Financial and ROI target reporting review
- Contracts and Service Catalogue review (appropriateness)
- Dispute resolution (and any areas of concern)
- Customer business strategy
- Service evolution program review & CSI

The Harrison Account Manager documents the main issues covered in the Service Review and resulting action items, distributes them to the appropriate parties, and follows up to ensure continued progress.

SERVICE EVOLUTION, LEVELS AND TRANSITION

Service Evolution

The objectives established during the evolution phase of the Service Management Office engagement lifecycle, should be reviewed to consider the following:

- Simplify complexity and promote simplicity.
- Manage risk and adhere to strong security principles.
- Identify opportunities for automation and integration.
- Benchmark performance and costs periodically against the wider market.
- Discover creative and forward-thinking methods to accomplish business goals.

Service Levels and Credits

Where necessary, we will ensure we track and advise on any Service Credits you are due to receive as part of your supply chain agreements.

Harrison provides Service Credits Management on a case-by-case basis as part of customised service agreements you have with others.

Service Credits are typically linked to Service Level key performance indicators.

On-boarding and Off-boarding

Harrison's on-boarding and off-boarding services cover the activities needed to align with the Service Management Office's requirements and the customer's internal IT service management capabilities. On-boarding is typically provided at no charge, but Harrison reserves the right to charge hourly fees based on the SFIA rate card if the on-boarding requirements are unusually complex.

While off-boarding services are typically provided at no additional charge, Harrison reserves the right to charge on a time and materials basis at SFIA rate card prices if the requirements are unusually complex. Standard off-boarding procedures involve Harrison returning all customer-owned materials and providing relevant project documentation to the customer.
If we needs to perform any additional activities not already outlined in the previous paragraph during the off-boarding process, they may charge an extra time and materials fee aligned with the relevant resource rate listed in the SFIA Rate Card.

WHY HARRSION?

IT consulting that isn't scripted, templated or one we did 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.

HARRISON

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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