

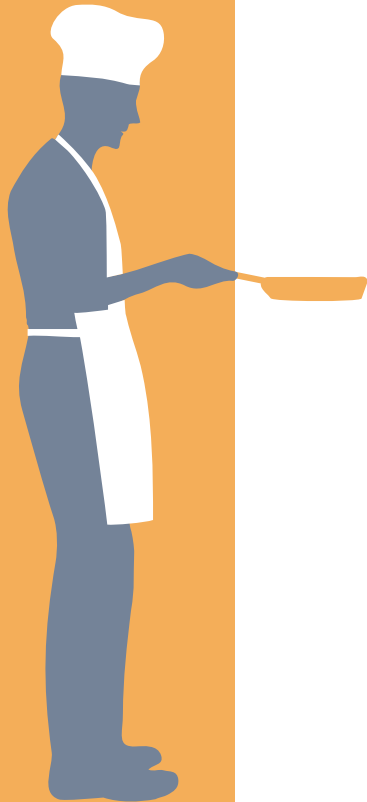
The CIO's Cookbook

Service Management

Leading Thoughts

- 1 | Operationally efficient? If yes, go ahead to scale through innovation and disruption
- 2 | Servicing the internal organization right will up-level your external customer's experience
- 3 | Service excellence is a mutual reinforcement of reliability, resilience, responsiveness and resolution
- 4 | "Your most unhappy customers are your greatest source of learning" – Bill Gates

Considerations



- 1 | Align strategic framework with the organization's business posture
- 2 | Build solidarity with Business by designing value driven service model
- 3 | Identify critical success factors to ensure excellence. Disruption, Growth, Optimization and Experience, for example
- 4 | Enable service transformation, improvement and operational excellence. Be agile
- 5 | Identify platform that serves current and future needs
- 6 | Create a framework and leverage data to draw IT and business insights
- 7 | Build an engagement cadence for planning, architecture, internal and business reviews
- 8 | Report performance and identify improvement opportunities. Repeat

Service Owner Meal Plan



Strategy & Design

Strategy

- Clearly Articulate Service Value
- Engage Stakeholders
- Build a Service Roadmap
- Lock-in on the Investments

Design

- Create Architecture blueprint
- Define Service Levels (SLA, OLA)
- Catalog Services
- Document Service assets in CMDB

Resources

Identify & procure resources:

- Human
- Platform
- Infrastructure

Negotiate contracts with

- Platform partners
- Implementation vendors

Stakeholder Management

- Appreciate business goals
- Align service objectives with business
- Identify major initiatives

Continuous engagement for

- Training
- Adoption
- Feedback

Delivery Operations

- Yield to run the business: keep the lights on
- Flawlessly manage
 - Changes
 - Problems
 - Incidents
- Conduct root cause analysis, always
- Track and improve operational metrics

Measurement

- Forecast the budget
- Know the absolute and relative TCO
- Define transformation initiatives and budgets
- Appreciate current & prospective maturity opportunities
- Conduct service reviews with business & seek feedback for improvement



Service Management as a Mindset

