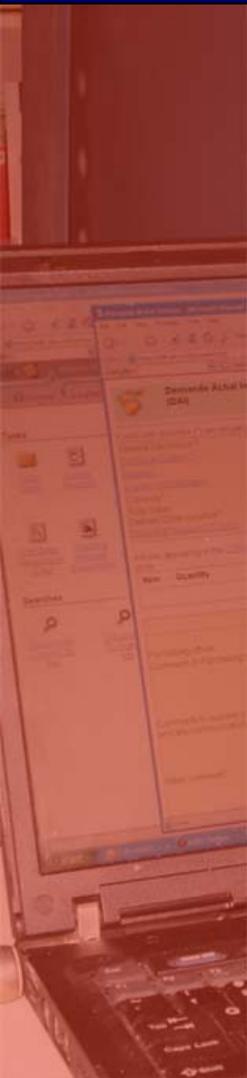Roadmap to excellence in

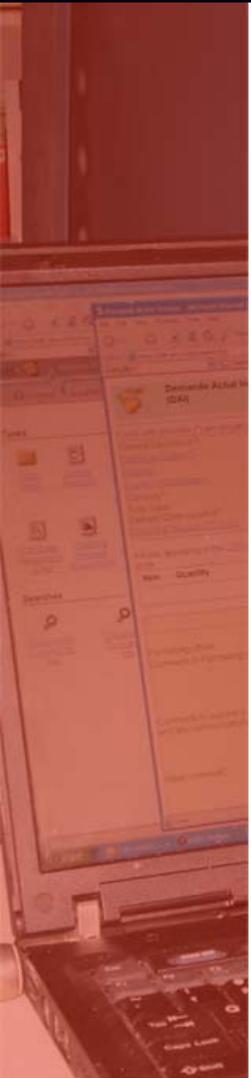# Service Management

Agenda

- Status

- Next steps

Status (what has been done)

- 24th of April; Presentation GLM → go ahead

- 18/19 May; Interviews 8 GS service managers by external expert

- 20th of May; Management Meeting Holiday Inn on SM best practice and discussion on possible roadmap for GS. 20 participants → ok for implementation

Agreed objectives

1. Uniformly defined and agreed Services (GS service catalogue)

2. Methodical design of processes (eg. GS request management, GS service desk, etc...)

3. Clear relationship and communication between customers, users and Service organization (Through SLA's, and monitoring)

4. Measurable contribution to CERN through effective and efficient processes and published performance indicators (Cockpit)
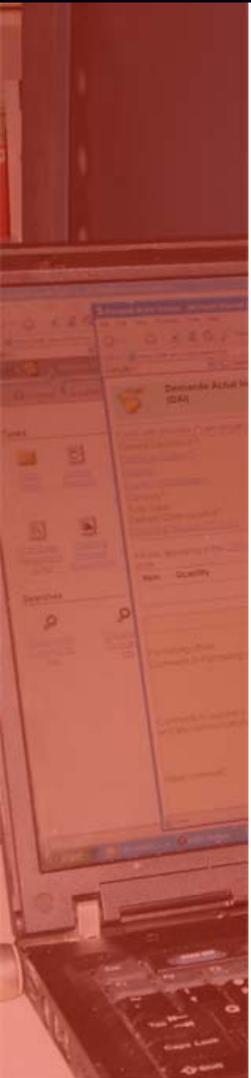
Next: Service Catalogue & Awareness

1. Top Down: Definition of service catalogue

What has to be created would be a Service Catalogue that contains all "functional" or in the case of CERN "IT Services" with all currently known measurement methods and qualities, dependencies and connected contracts and suppliers on the one side, and all customer and user Services, as well with all dependencies and all customer groups with persons responsible on the other side.

For the expected result the following steps would be necessary:
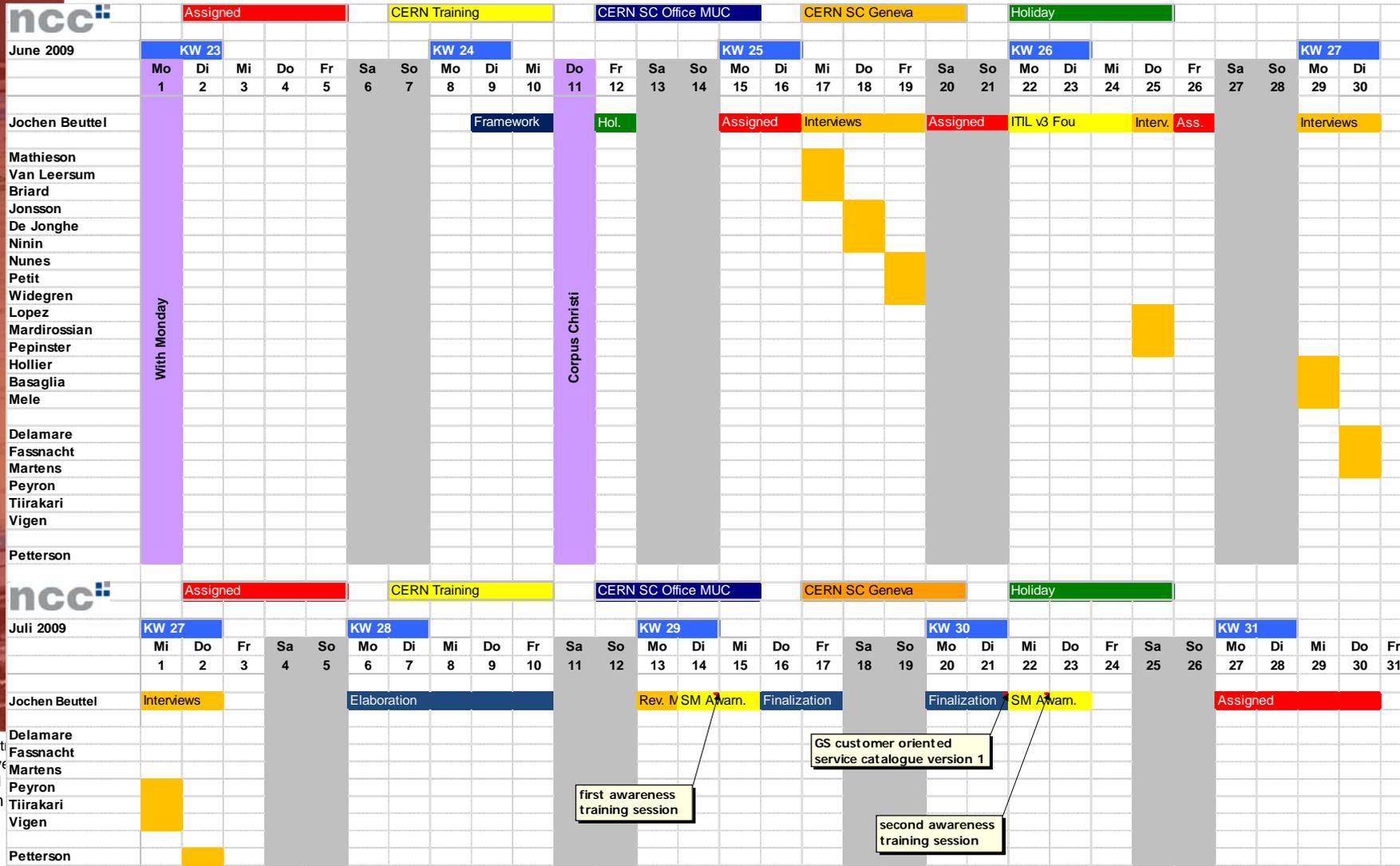
- Preparation of a framework/matrix
- Interviews with all key players to collect the information*
- Elaboration of the catalogue and all service descriptions
- Presentation & Review in a Management Meeting*
- Rework & Finalization
- Public Release of the Results

2. Bottom up: Service Management best practice awareness training
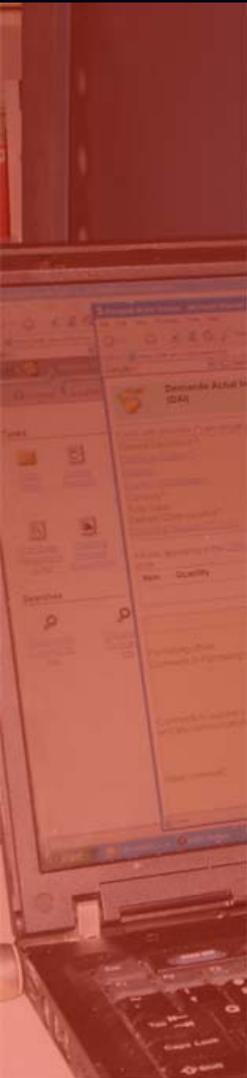
Plan: End July

What is needed

- **Order placed, consultant booked** ✓

- **Ok from GS GL's mtng.**

- **Top Down:**
  - **Schedule interviews**

- **Bottom up:**
  - **Identify participants**
  - **Book location**
  - **Invite participants**

Questions and Suggestions