

Service organization

Roles and responsibilities

Three dimension of a service organization:

- Functional dimension

- Roles:

- Functional Service Manager
- Support group member

- Service dimension

- Roles:

- Service Owner
- Customer
- User

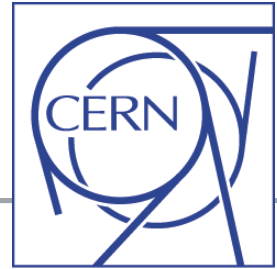
- Organizational dimension

- Roles:

- Service Manager
- Service Desk Manager
- Service Manager On Duty
- Process Owner

Service			
Service Elements			
Function			
Function			
Function			
Function			

Service organization



Roles and responsibilities

Functional Dimension:

- Department, Group and Section Leaders
- Technical & Functional responsibility
- Design, Development, Maintenance & Operation (**Support**)
- Line hierarchy & personnel responsibility
- Strategic & tactical decision

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Service Elements	
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	Function



Service organization

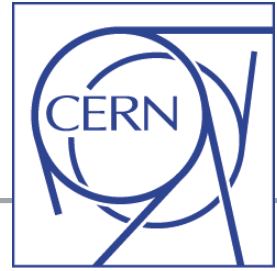
Roles and responsibilities

Service Dimension:

- Selected staff with specific knowledge
- Service responsibility & representation
- Contact to customers, communication with the responsible functional groups
- User & customer oriented view on services
- Integration tasks

Service			
Service Elements			
Function			
Function			
Function			
Function			

Service organization



Roles and responsibilities

Organizational Dimension:

- Selected staff in a separated unit
- Overall responsibility & representation
- Responsibility for processes & central documents (service catalogue)
- Responsibility for tools & overall functions (service desk)
- Escalation

Service	
Service Elements	
Function	
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