

# #CloudFutures Service Management Services

## Service Description

#CloudFutures Service Management Services will apply assertive diplomacy to your service providers to continually deliver your exacting needs. We can provide the skilled multidisciplinary team that you need to operate, manage, use and improve the service.

## Service Features

### Service level reporting: management information on the performance of services

We arrange for your suppliers to provide you with the management summary information that you need to know how your services are performing. We provide you with the high level information so that you know what services are being used and how well they are working. This will help to clarify what is a core or non-core service and helps to prioritise future investments.

### Change management: tools, processes, and techniques for managing change

We help you choose the tools and develop the necessary processes and techniques that can aid better decision making about delivery of changes to your business. We will assist you in identifying and prioritising the changes you would like to make to services, capabilities, and processes, by taking a managed approach to technological or organisational change. We help you to perform impact analysis of planned changes, so that you can better understand the effect that changes will have on your business methods, processes, and technology.

### Capacity management: tools, processes, and techniques for managing IT capacity

We will assist you to choose the tools and develop the necessary processes and techniques that can help you to see how busy your systems are, to plan future capacity increases and decreases in advance, and have a better practical understanding of your systems' scalability. We will aid you to scale your services to meet current and future user needs.

### Release management: tools, processes, and techniques for managing software releases

We will assist you to organise your changes into software releases in an efficient manner. We can help you to better understand the processes that software development and support teams follow to allow you to plan how and when new functionality will be added to your existing software. We will aid you in preserving the integrity and improve the functionality of your existing investment in IT systems and services.

### Continuous service improvement: regular and reliable approach to deliver improvements

We offer a regular and reliable approach to deliver small changes and improvements to your systems. We help you to implement the tools and processes that enable you to marshal requests for minor change into small effective bundles for release. It is expensive and time consuming to deliver software changes, so by bundling small change requests together it allows an effective return on your continual investment in your IT systems and services by minimising the number of release cycles and delivering many small changes and improvements in functionality as a managed release.

### Monitoring and management: information gathering and visibility of your services

We help to implement the tools and processes across your IT estate that can gather information on the operational status and efficiency of your systems and provide visibility of their performance. This enables proactive identification of bottlenecks, alerts for failing components, and heartbeats to ensure you know as soon as possible about a potential failure. This approach provides the information you need to improve your systems and services and deliver a better user experience by resolving issues and problems before your users know that something is going wrong.

### Patch management: a managed approach to delivery of patches

We provide a sensible and managed approach to delivery of software patches released by the suppliers of your infrastructure components and systems. This enables you to gather the patches, test them, and ensure they are deployed to the correct systems using a structured approach. This ensures that where patches need to be deployed to maintain support from the vendors, you know that the patches will not change existing functionality and allow you to trust that the deployments will be seamless to your continued service delivery.

### Vulnerability management: tools and processes to identify, and mitigate vulnerabilities

We help you to identify and implement the tools and processes that you need to manage your existing IT infrastructure and keep it operational and safe from weaknesses. We help you to implement a proactive cyclical regime of assessing your estate and identifying known weaknesses against published vulnerabilities. This helps you take a proactive approach to defending your systems from unauthorised access.

### Asset management: tools and processes supporting the IT life cycle

We help you to identify the tools and processes that you need to support your investments across the entire IT lifecycle. We know that once you have invested time and resources into your IT estate, you need to know that it is maintained, and supported for as long as possible



to attain a return on your investment. We help you to integrate your new IT systems into financial planning, budgetary allocation, and contractual support to ensure longevity of your systems. We aid a better understanding of the IT lifecycle of your investment ensuring that you are informed, prepared and a step ahead of new investment demands from legacy systems.

### Contract management: negotiating and ensuring compliance with terms and conditions

We help you to negotiate with your suppliers and provide assurance that your contracted suppliers deliver the services that you are paying for. We help to keep the service delivery teams delivering your user needs, and when things don't go as expected, or intended, we can step in and take an independent stance to ensure compliance with contractual terms and conditions.