

## Service Management

As part of our Service Management solution, we can help a client verify whether a service is being delivered as intended, i.e. is the client getting the service they procured and do the end users receive the required outcomes:

- For services provided in-house, we can ensure that the delivery team are managing their customer requirements in the correct way, have a full listing of the services required within the service catalogue, and are meeting all of the requirements in full.
- For outsourced services, we can ensure that the supplier is being managed correctly and that they are fully delivering to all of the contractual requirements in place.

As part of this service, we enable and foster a culture and environment whereby different elements of the business are communicating with each other and understanding each other's needs in relation to delivery of the service. This can involve managing the governance process and setting up appropriate communication forums to ensure that the correct people are involved and that the relevant teams are communicating with their appropriate equivalents, thereby understanding the same things even though they come from different directions.

The service includes:

- Providing a full and comprehensive service review
- Providing guidance or fully designing a Service Catalogue
- Using ITIL best practices to formulate a solution that satisfies the business requirement
- Working with external suppliers to deliver service improvements
- Managing and developing third party supplier relationships
- Developing collaborative ways of engagement
- Managing multivendor environments and the delivery of end-to-end business processes
- Creating and testing disaster recovery and business continuity planning