

IBM Consulting



G-Cloud 15 IBM - SIAM - Service Integration and Management on the Cloud Service Definition Document

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IBM SIAM Service Integration and Management on the Cloud

Service Overview

Features

- Right-fit SIAM model for Cloud ecosystem from multi vendors
- Develop a service orientated multi-supplier service catalogue.
- Advisory and design for SIAM operating model and processes
- Cross-supplier collaboration model Operating Level Agreements (OLAs)
- Advisory, design and implementation of Cloud-SIAM tooling
- Multi-Vendor supplier transition/transformation and management
- Process framework for Cloud service provider interaction and interfaces.
- Aligned to ITILv4, SCOPISM (SIAM BOK) & IBM Blueprint
- Integrated tools and platforms to support processes and monitor services.
- Integrated Governance enabling decision making and service performance transparency.

Benefits

- Transition from a single vendor to a multi-Cloud integrated ecosystem.
- Improved ability to measure and attribute service quality and performance.
- Continuously manage risks across the service providers in your ecosystem
- Access to proven SIAM Blueprint, process framework and SIAM capabilities
- Automated application and cloud platform performance monitoring
- Cost control across Microsoft, AWS, Google clouds and on-prem VMware
- Effective management across hybrid, poly- and multi-Cloud ecosystem
- Full integration with leading ITSM tooling (ServiceNow, Remedy)

Key Differentiators

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure
- Rigorous proven SIAM Blueprint, process framework and leading Cloud application management and performance monitoring tooling (Instana, Turbonomic, Nordcloud Klarity)
- Application of Gen AI assets to drive greater efficiency and effectiveness
- Access to deep processes, tools, technology, data, and expertise for multi-Cloud SIAM

IBM Service Integration and Management on the Cloud

Address Business Needs

This service supports organisations moving to and operating a hybrid or multi-cloud ecosystem of suppliers and service providers.

Our teams can help design, implement, and transition to a SIAM operating model for suppliers within hybrid, poly- or multi-cloud ecosystem:

Strategy & Governance

Design Cloud SIAM for your environment:

- Help form the right fit strategy and SIAM operating model.
- Establish an integrated Governance Framework
- Define performance management with End-to-
- End Service Level Agreements (SLA's)
- Build single pane of glass through Service dashboard.

Business Alignment

Set-up SIAM Governance across business and IT:

- Establish business aligned supply-demand integration model and Service Introduction framework.
- Establish Business Relationship Management (BRM) function.
- Align Business Level Agreement (BLAs) with Service Level Agreements (SLAs)

Process Framework

Implement collaboration framework:

- Formulate an integrated process framework.
- Define clear roles and responsibilities (RACI)
- Define and set-up escalation and dispute management processes.
- Ecosystem collaboration scorecard to drive the right behaviours across suppliers.

Technology and Platforms

Deploy ITSM Tool for one-stop- shop solution:

- Experienced consultants skilled on multiple ITSM tools, cognitive and digital technologies
- Implement integrated tooling framework (for info exchange between multiple platforms)
- Design processes aligned with ITSM tools and platforms.



IBM Service Integration and Management on the Cloud

Service Definition

IBM's SIAM Blueprint enables delivery of a seamless blended IT service within a Cloud ecosystem, helping move away from IT services as distinct silos.

IBM's Service Integration and Management on the Cloud include:

- Advisory Services
- Assessment Services
- Design & Implementation Services
- Execution Services

Each of these offerings can encompass the six Blueprint dimensions of:

- Business and Service Alignment
- SIAM Operating Model
- Integrated Governance Framework
- Integrated Process Framework
- Collaboration Model
- Integrated Tools & Platform

Enabled by the ITSM Platform – Data, Knowledge, Orchestration, Interaction, Reporting, Channel Agnostic
- IBM's SIAM Blueprint is based on six dimensions:

Business and Service Alignment

As part of this service the IT Service is aligned with the business and its Cloud supplier ecosystem to establish a balance between demand and supply within the IT ecosystem.

SIAM plays an important role in ensuring the seamless transactions between the demand and supply sides by providing support in:

- Service Introduction
- Supplier onboarding & offboarding,

- Supplier performance Management
- Service Design & Coordination
- Service validation & Testing.

SIAM Operating Model

The SIAM operating model acts as a foundation to SIAM operations and provides an abstract and visual representation of the different elements of a SIAM organisation, inter relationships with other parties and their interactions.

IBM can assist with the design and execution of the Service Integration Office (SIO). The SIO is run by the Service Integrator (whether an internal team or sourced from an external partner) and is the custodian of the SIAM services in scope. The SIO interacts with the other key functions within the organisation along with all suppliers to ensure integrated service delivery.

Integrated Governance Framework

To facilitate decision making and collaboration and strong supplier performance, effective Governance is established through clear and defined roles and responsibilities, team structure, escalation mechanism, meeting forums, communication mechanisms and requirements from the service performance reporting. There are options to either train your internal SIAM team, or for IBM to run the SIAM service on your behalf.

Integrated Process Framework

IBM's Integrated Process Framework provides a set documentation which contains key SIAM processes, procedures, roles and responsibilities along with the collaboration touch points.

The Integrated Process Framework is aligned to ITIL v4, SCOPIISM (SIAM BOK) & IBM Consulting best practices and covers a catalogue of practices under General Management, Service Management and Technology Management.

Collaboration Model

This service sets out the Collaboration Model, which forms the backbone of Service Integration and includes the following documents:

- Collaboration Framework
- Communication Model
- Service matrix.
- Code of Conduct

The Collaboration Framework describes the mode of operation for all parties within the ecosystem.

6 Integrated Tools & Platform

The integrated tools and platform reference framework provides guidance for integration of the SIAM's central ITSM tool with supplier's ITSM tools.

It focuses on four key aspects of integration along with other requirements:

- Single source of truth
- Real time data and information
- Integrated service dashboard
- Predictive and intelligent data and insights

The IBM Blueprint enables continuous improvement and evergreening (keep fresh) of services through AI and automation, providing greater resiliency and uptime, whilst delivering a backlog and pipeline of business enhancements coordinated through the SIAM. Holistic end-to-end visibility is provided across the ecosystem through a single pane view to track service provider performance and business measures such as total Cloud spend.

Through this framework you have option to use your existing ITSM tooling such as ServiceNow or Remedy.

For monitoring your Cloud environment other open source or commercially available tooling can be used, or choose from IBM's portfolio of Cloud management tooling including:

- Instana – is an agent-based enterprise application performance monitoring tool, compatible with all major hosting platforms, Kubernetes platforms and most major cloud native applications.
- Turbonomic – allows dynamic and automated and application resource changes to meet ever-changing demand. The software continuously makes resourcing decisions that ensure applications always perform by getting the compute resources, storage, and network they need, while automatically accounting for business constraints.
- Nordcloud Klarity - makes it easy to reduce cloud spend on all clouds and hybrid environments. It provides complete visibility of resources and spending, along with automation that frees-up management time and effort.

IBM Service Integration and Management on the Cloud

About IBM Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are both passionate and proud in making a real difference to people’s lives.

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust. IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight, and technology capability to deliver and operate secure, scalable, optimised, and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world’s leading vendors



This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



R&D

In the UK alone, IBM invests **£170 million in R&D each year**



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Environment

IBM's focus on sustainability began in 1971 with our first environmental policy



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces to provide **fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.

IBM