



Service Delivery Management

Service Specification



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1. Purpose

The Service Delivery Management team plays an important role in delivering the support, governance, and strategic alignment of Six Degrees with our customer's business. Our Service Delivery Manager (SDM) Service provides a single point of accountability for the implementation, governance, and management of the IT services and contract lifecycle we deliver to our customers, aligned to the ITIL framework.

As part of this Service, we will assign you a SDM who will take ownership of the operational relationship with us as well as ownership of the policies, processes, and functions that we employ to ensure your services meet your requirements and perform as expected.

Additional information may be included in your Order Form and/or SoW, and MSA.

1.1. Scope

The scope of this document is limited to describing the standard SDM functions from deployment, service lifecycle management, and through to termination.

This document does not provide work instruction level information which remains the responsibility of each individual function within Six Degrees.

1.2. Intended Audience

The intended audience for this document is:

- CXBU
- Pre Sales
- Sales Operations
- Sales
- Operational Delivery
- Customer



2. Product Overview

Your SDM will have complete personal ownership of the operational relationship between Six Degrees and our customer, ensuring that the services we deliver not only meet our contractual obligations, but exceed our customers' expectations.

2.1. Key Activities

2.1.1. Client Handbook

Your SDM will construct and issue a Client Handbook. This document gives a full description of the services delivered, describes the agreed process flows, explains who is responsible for which activities, as well as all agreed contacts, locations, and ITIL aligned processes. This is a "living document" which provides a reference for any day-to-day issues and questions which may arise.

2.1.2. Escalation Support

Your SDM will provide an additional layer of escalation support and communication in the event of a major incident, alongside our standard Escalation Matrix and as indicated in our Operations Manual. Your SDM will supervise our standard escalation process, provide you with updates and, where relevant, manage escalations on your behalf.

2.1.3. Engagement and Service Improvement

The SDM is responsible for the Continual Service Improvement of the account. A regular (weekly/monthly dependent on the contract) touchpoint call will be scheduled with the customer to go through all actions. Each action will be assigned an owner and will be given a RAG status.

It is the SDMs responsibility to obtain the appropriate internal ownership from the accountable business function, and to co-ordinate and track the delivery of the improvement to influence the right outcome for the client. This includes ticketing issues, performance improvement initiatives, capacity management, and financial governance of the account, as well as tracking:

- EOL Kit
- Patching schedules
- Certificate expiry dates

2.1.4. Risk Governance and Problem Management

Your SDM will track all Problems generated within a customer environment. Problem records are raised following Major Service Outages or are identified by repeat occurrences of incidents on the same device. Problems will be discussed on our regular touchpoint calls to ensure focus on a resolution.

Where Problems are unable to be resolved, these will be transferred to a Risk Register. It is the customer's responsibility to acknowledge and accept any Risk.

Examples:

- formally removing SLA on EOL kit.
- formally stating risk to the client if patching windows are not provided within 3 times of asking.
- obtaining written confirmation that the client accepts any risk associated with delayed backups.

The Risk Register will be tracked and discussed on regular touchpoint calls with the customer.



2.1.5. Service Review Meeting

Your SDM will organise and lead a Service Review Meeting at the agreed frequency as indicated in your SoW, and according to the agreed scope, agenda, and location. We offer monthly or quarterly Service Review Meetings. Your choice and the associated Fees will be indicated in either your Order Form and/or SoW.

2.1.6. Service Performance Report

As part of the Service Review Meeting, your SDM will provide you with Service Performance Reports to the agreed format and frequency as indicated in your SoW. The report will cover the analysis of the agreed service level performance for the preceding month. It will also highlight service level compliance with our standard performance metrics as documented in the product service descriptions. Wherever possible, this will also include contextual narrative, service performance analysis and trending, conclusions and suggested next steps.



3. Appendix

3.1. Acronyms

Term	Description
EOL	End of Life
ITIL	Information Technology Infrastructure Library
MSA	Master Services Agreement
RAG	Red, Amber, Green
SDM	Service Delivery Manager
SLA	Service Level Agreement
SoW	Statement of Works



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