

littlefish GROUP

Service Management Office

Our Service Management Office will support your Service Integration and Management function, by providing you fractional services across the ITIL processes and performing the heavy lifting in end-to-end Service Management

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Service Overview

As a niche Managed Service provider Littlefish is ideally placed to facilitate operational service integration with specific capability to deliver services across a multi-sourced service and supplier ecosystem as customers develop and mature their IT service management capabilities. Littlefish operates a collaborative hybrid approach to service integration. We are a firm believer that service integration responsibilities should not be outsourced in their entirety as, ideally, the customer should retain overall ownership and responsibility for key Service Management processes (as ultimately, IT related business decisions should be made by the customer and not by a 'proxy' with differing motivations). Much of the day-to-day management of service integration is more specialist, administrative, or transactional in nature however and this is where we can manage tactical elements of service integration through the delivery of a Service Management Office (SMO).

Our SMO provisions fractional access to ITIL process specialists, who work as the 'right hand' of the customer, managing day to day service processes and service integration across all actors (be they internal or external) across the Service Ecosystem.

The primary components of the SMO are service governance, Continual Improvement (CI) and operational management of the Service Management processes and coordination with the Service Desk. We find that customers typically wish to retain overall ownership/governance responsibilities, enabling them to set the agenda in terms of Service Management expectations, focus on Business Relationship Management and formulate and execute strategy whilst Littlefish ensures day to day adherence.

Service Objectives

The objectives of the SMO as an ITIL function are to manage in a cross-functional role spanning the entire IT service landscape, accountable for the efficiency, quality, speed and cost of delivery for the Service Management program. Although the SMO's main responsibility is to drive Continual Improvement for all in-scope processes and functions, the SMO also enables successful, seamless and operationally integrated delivery of the underpinning policies, processes and procedures that comprise Service Management processes and functions.

Additional objectives of the SMO include:

- Becoming an enabler of IT services
- Providing centralised operational ownership of in-scope ITIL processes and tools
- Creating and maintaining actionable policies, processes and procedures for each in-scope ITIL process area

- Maintaining accountabilities for all in-scope process areas and responsibility for execution
- Annually evaluating maturity of in-scope Service Management processes to quantitatively assess improvements and ability to meet the organisation's needs
- Forming and maintaining appropriate Service Ecosystem-wide communication and responsibility matrices with clear definition around lines of demarcation, triage expectations, escalation routes, all underpinned by supporting collateral including 'swim-lane' process flow diagrams
- Establishing a single point of contact for Service Management related issues
- Establishing a Centre of Excellence (experience and knowledge) for Service Management
- Establishing, monitoring and reporting Service Level Measures listed in the Service Level Agreement across the Service Ecosystem
- Establishing a communications plan with the Service Ecosystem to inform them with regard to SMO roles and responsibilities relating to the continuing status of IT service availability
- Establishing internal metrics to quantify SMO success
- Governing the end-to-end performance of in-scope Service Management processes
- Establishing and managing a CSI Programme (Continual Improvement) for Service Management providing managers and users with a framework for evaluating and implementing process change
- Establishing, maintaining and coordinating the delivery of all Service Management oriented training
- Defining, owning and facilitating IT Service Management governance

Service Scope

The scope of the SMO with respect to the ITIL process areas and functions includes:

- Availability Management
- Capacity Management
- Change Management
- Incident Management
- Major Incident Management
- Problem Management
- Release Management
- Service Catalogue Management
- Reporting (Service Level Management)
- Service Asset and Configuration Management
- Request Management and Fulfilment
- Service Quality (Continual Improvement)

Littlefish, using our centralised SMO capability, can offer combined roles and functions on a fractional basis to facilitate the delivery of the ITIL processes, according to the volume of activity across the Service Desk and other disaggregated services. This provides a more efficient, higher quality and cost- effective route to Service Management. Rather than typically relying on a 1:1 relationship between process and role (and the added challenges around attraction and retention of suitable subject matter experts) the customer can buy just as much process management assistance as is required for underlying demand. This negates the unwarranted cost of full-time employees being recruited to fulfil a part-time role and on the flip side prevents reduced service quality brought about by delegating responsibilities to individuals performing multiple roles without the necessary experience or skills.

Service Resourcing

As every engagement is different and hence the resources required to deliver SMO services, Littlefish adopts a flexible approach to assessment and pricing. Littlefish consultative resource can be made available free of charge for an initial 1-day fact-finding engagement. Following this initial exercise Littlefish presents the customer with a T&M underpinned proposal setting out the anticipated objectives and proposed commercials relating to the engagement. Although the service is defined on an anticipated T&M basis Littlefish can distil the charges, if required, into predictable monthly expenditure.

Through the Service Assurance provided by Littlefish's SMO service customers can be confident that their increasingly hybrid operating models will be comprehensively managed, reviewed and improved on a continual basis.

Service Management

Service Reviews are held on a minimum of a monthly basis to review the on-going success of the SMO and the service streams subordinate to the Service Management layer. The Service Review Board meet in person, or via voice or video conference and meetings consist of (at a minimum) appropriate customer stakeholders and the nominated Littlefish Service Account Manager. Service stream supplier resource may also join if required.

Items to be discussed at the Service Review include:

- Dashboard/Balanced Scorecard review
- Overall service performance review (against SLA)
- Review of service consumption/utilization Trend Analysis
- User experience assessment (Client Satisfaction Survey Results)
- Financial and ROI target reporting review
- Contracts and Service Catalogue review (appropriateness)
- Dispute resolution (and any areas of concern)
- Customer business strategy
- Service evolution program review
- The Littlefish Service Account Manager records the key issues discussed at the Service Review and any actions arising, distributing them accordingly and following up to ensure traction is maintained.

Service Evolution Program

- Review of the objectives set out in the Evolve phase of the Service Integration Consultancy engagement lifecycle.
- Minimize complexity, promote simplicity
- Limit risk and maximise adherence to strong security principles
- Identify opportunities to automate and integrate
- Periodically benchmark performance and costs in the wider market
- Promote flexibility
- Identify new/innovative ways of achieving business objectives

Dashboard/Service Reporting

SSL encrypted Dashboards and Service Reports can be tailored to meet specific customer requirements and are defined as required.

Service Transition

On-Boarding

On-boarding and Off-boarding requirements are limited to the activities necessary for Littlefish to get up to speed with the Service Management Office requirements and the internal capabilities of the customer's IT Service Management. Charging is not typically anticipated for On-boarding however if the requirement is particularly complex then Littlefish reserve the right to charge on a T&M basis in line with the SFIA rate card.

Off-Boarding

Charging is also not typically anticipated for off-boarding but again, if the requirement is particularly complex then Littlefish reserve the right to charge on a T&M basis in line with the SFIA rate card. Off- boarding would usually see Littlefish return all customer owned materials to the customer and provide any relevant documentation in relation to the project.

If any activities, beyond those defined in the previous paragraph, are required during the off-boarding process then Littlefish may levy an additional T&M charge in line with the appropriate level of resource identified in the SFIA Rate Card.

Off-boarding requirements will be discussed during the on-boarding process. Where non-standard off-boarding requirements are identified a checklist of such activities will be prepared to ensure future clarity. Non-standard off-boarding requirements (e.g. the requirement to engage resource on-site during off-boarding) may incur an additional T&M charge in line with the SFIA rate card.

Security and Assurance

Information Assurance

Littlefish are an ISO9001 and ISO27001 certified organisation (copy of certificates available on request). We are accredited to Cyber Essentials and Cyber Essentials Plus.

All Littlefish personnel are BPSS checked as standard. A significant number of our Service Desk team are both CTC and SC cleared and some are DV cleared.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
Intelligent Automation
Low Code Application Development
Small and Midsize Business Management

Microsoft Solutions Partner
Data & AI
Azure

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AI Platform on Microsoft Azure

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Infrastructure
Azure

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

MSP CHANNEL AWARDS
MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED
ISO 9001 ISOQAR REGISTERED
ISO 14001 ISOQAR REGISTERED