

IT for Practice 2016

Service management in multinational corporations

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1. The definition of service management according to DHL internal rules

2. Universal access to allocations of IT and communication costs among business units

3. Life cycle of ICT services

4. External suppliers control (management)

Definition of Service Management

The main role of Service Management is the management of ICT services, delivered by external and internal providers.

- **ICT services.**
- **BUILD and RUN costs.**
- **Cost monitoring and evaluating.**
- **Benchmarking.**

Definition of Service Management

Metrics

- **Hard:**
 - **The measurement of service availability and performance.**
 - **Measurement (reporting) solution requirements.**
- **Soft:**
 - **The satisfaction of users with the ICT- quarterly.**
 - **Evaluation of service desk – usually after making a call or demand.**

Definition of Service Management

ICT service is unavailable:

- **Business Contingency Plans (BCP).**
- **Disaster Recovery Plans (DRP).**

ITIL implemented

Definition of Service Management

CRISP (Controls and Risk International Standardization Platform):

- **Check compliance with legal requirements.**
- **Increase transparency and risk management.**
- **Identify and remedy any identified deficiencies.**
- **Self-assessment in a formalized and documented way, in several areas, one of which is the ICT.**

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Access to allocations of IT and communication costs

The DHL group is a multinational company with global, regional and local management, determining the rules.

- **Corporate universal reporting tool named CREST (Corporate Reporting Statement).**
- **Corporate hierarchy: Legal entities, business units.**
- **Cost recharging: Internal, external.**
- **Costs are relocated only according to the rules.**

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Life cycle of ICT services

The life cycle of ICT services is made up of processes:

- **Competitions.**
- **Negotiate the SLA.**
- **Change Management.**
- **Incident and Problem Management.**
- **Review of the services provided (named Service Review).**
- **Termination of obligations and services.**

Life cycle of ICT services

Selection procedures (tenders)

- **Contract for the ICT service provider is assessed.**
- **With the best possible, not only the price, but also the quality of the service provided.**
- **Code of Ethics of DHL.**

SLA Negotiation

- **Establish the optimal value of availability and performance services.**
- **What and how will be measured.**
- **What and how to report and evaluate.**

Change Management

- **Formalized and documented process.**
- **Changes are to be approved by CAB (Change Advisory Board).**
- **The standard changes form a special group defined in the catalogue of standard changes.**

Incident and Problem Management

- **Method of reporting the incident.**
- **Rate of solution of incidents.**
- **Confirmation of the resolution of the incident.**
- **Reporting and additional corrective measures.**

Life cycle of ICT services

Review of the services

- **Availability and performance of the services.**
- **Number and duration of incidents.**
- **Solutions to other requirements.**
- **Satisfaction with the performance of service desk.**

Termination of services

Life cycle of ICT services

The life cycle of ICT services is supported by:

- **Service Desk ("call center" for ICT).**
- **Service Delivery Manager.**
- **Service Owner.**
- **Key Account Manager.**

Life cycle of ICT services

Service Desk

- **Communication by phone, exposure to the so-called ticket (for a given request).**
- **Basic tasks:**
 - **As a contact for the user finds relevant information for the solution of the request.**
 - **Where appropriate, the request logs (if it not registered by the user) and it will resolve itself or assigns solution group.**
 - **Supervises the solution request.**

Life cycle of ICT services

Management

- **Service Delivery Manager.**
- **Service Owner.**
- **Key Account Manager.**

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External suppliers control

Management of suppliers.

- **Two views for maintenance of vendors:**
 - **Formal assessment of external vendors.**
 - **Technical preparations for tenders.**
- **Procurement department.**
- **IT department.**

Questions...