



Service-Level Management

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Overview

3rd Gen Solutions (3rd Gen) provides its clients with consulting solutions for their Information Technology (IT) and Office Administration architectures with the purpose of streamlining management and network structures for a more competitive market industry. In doing so, we transform these structures by implementing an industry standard model known as COBIT 5. We have found that COBIT 5 proves to be useful for all the enterprises, whether they are small-scale or large-scale and whether commercial or non-profit. Wherever there is a dependency on technology for reliable information or a need to provide quality and control of information, COBIT 5 is used exclusively for all the business processes (KnowledgeHut, 2017). As a result of its generic aspect, the model can be modified, essentially, in real-time to meet the needs of the organization. It does this by addressing five (5) key topics. These include:

- Need for an Integrated IT Framework
- Value Drivers for Stakeholders
- Focus on Business Context
- Governance and Risk Management
- Governance and Management Performance

Upon a successful implementation of the Service Level Management process, using COBIT 5, a general, but harmonious, blend of process will create interconnectivity within the organizational structure. This will affect the internal communication experience while supporting the external customer experience. Below is a visual representation of the COBIT 5 management process.

A smooth alignment of IT Strategies with your Business Goals is now possible with **COBIT®5**

By following these 5 Principles of COBIT®5



Principle 1. Meeting stakeholder requirements

Principle 2. Seeking end to end business assistance

Principle 3. Applying a single integrated framework

Principle 4. Enabling a holistic approach at work

Principle 5. Separating governance from management

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(Pamu, 2019)

1.0 Meeting Stakeholder Requirements

Enterprise X, as it moves to global interaction, will have a new list of internal and external needs that must be met to ensure that the company maintains productivity. These needs are the drivers that stakeholders will value within the transition of the company. It is a typical reaction that a supervisor working in IT operations may think of things in terms of specific network procedures while more senior management will often have much more of a big-picture concern (Moeller, 2013). For this reason, 3rd Gen Solutions can best respond to these concerns via a service migration committee. This committee will host key individuals that can share and evaluate software and hardware implementation efforts. Their input will create a vacuum of information that will arm 3rd Gen with the necessary details to tailor the most important needs of the company.

2.0 Seeking End-To-End Business Assistance

The main purpose of Enterprise X transitioning to a global presence is to bring added value to the company brand and establish itself as a competitive leader in both technology and software development. This element focuses on that very principle by evaluating the benefit realizations, performing risk optimization as well as resource optimization.

As the company revolutionizes itself, these elements will be applied to the company's core services. They will make the objectives of financial services, product development, customer-related services (i.e. service and support) and corporate/administrative goals. 3rd Gen will perform SWOT analysis to best determine where the strongest benefits reside, where we are at greatest risk and who threatens the position of the company. Finally, we will evaluate the best opportunities when it comes to resources for the organization.

3.0 Need for an Integrated IT Framework

As Enterprise X transitions into a global marketplace, the need for a more advanced integrated network will be essential for the company to become competitive. Enterprise X currently utilizes a rudimentary network architecture to manage internal enablers. These enablers encompass processes, principles and policies, current organization structure, skills and competencies, organizational culture, current service capabilities and information.

In order to transform the company into a globally competitive organization, these enablers must be considered when developing the framework. 3rd Gen Solutions believes that the best way to address these enablers and meet the global needs of the company rests in the use of cloud computing services. This shift will create a more reliable connection for a global

market as well as more consistent internal connections as a result of network redundancy setup by the service hosting. Figure 1 shows an example of how this would benefit Enterprise X.

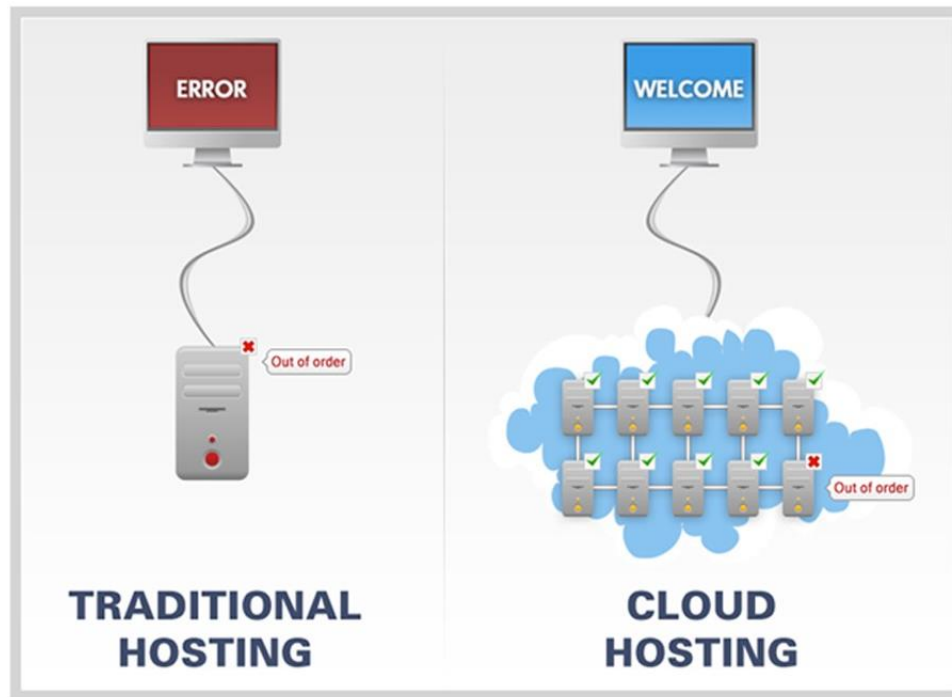


Figure 1

4.0 Enabling a Holistic Approach at Work

Under Government Risk Management, 3rd Gen will utilize a more holistic vantage point to the original seven (7) enablers to evaluate how new process will be audited. As a result, these elements are further subdivided into five (5) components. We will use those components to better enhance the overall experience of IT Governance and Enterprise Governance.

4.1 Enabler Stakeholders

For each process within the original 7 processes, each will have its own set of stakeholders to be addressed. 3rd Gen will perform this assessment to determine and equip the process to meet the overall corporate needs.

4.2 Goals and Metrics

As part of the Service Level Agreement, goals and metrics will be analyzed and reported to ensure service expectations are being met. When a desired outcome is met within a process, we will label this as a goal that has been met. As 3rd Gen evaluates its progress within meeting those goals, service metrics will be processed into deliverables. These metrics will be processed as Key Performance Indicators (KPI) and submitted as deliverables.

4.3 Enabler Life Cycles

For each element of service being transitioned – Financial, IT Framework, Organizational Structure – there is a corresponding life cycle that will measure the strength and development of that process. One such life cycle is the Software Development Life Cycle which is a type of “way station” when developing new software. 3rd Gen will leverage these various life cycles to help establish solid plans that focus on the build, acquisition, creation and implementation of efforts within each domain.

4.4 Good Practices/Best Practices

Within this role, 3rd Gen will delineate the various roles/titles within each domain of service for Enterprise X. While these roles/titles will be created, they will be subject to final approval. These roles and titles will help lead to Good Practices based off of people-skill, talent and clearly defined job descriptions.

4.5 Enabler Attributes

In collaboration with Enterprise X’s Information Technology Services, 3rd Gen will record each process key descriptors that detail each process unique characteristics and/or components.

5 Separating Governance from Management

Enterprise X has shared a successful management style in relation to its current size; however, as a global entity, there must be clear delineation between the roles of management and governance. To impact this dynamic, 3rd Gen Solutions will work with current management in the process of creating a Board of Directors. Under the leadership of the CEO and chairperson, this system of governance will create the mechanisms that enable multiple stakeholders in the enterprise to have an organized say in evaluating conditions and options; setting direction; and monitoring compliance, performance and progress plans, to satisfy specific enterprise objectives (Moeller, 2013).

References

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