|  |
| --- |
|  |
| Service Management Plan |
| [Insert Service Name here] |

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|  |

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# Purpose of Document

The service management plan is the single, formal and updated document outlining how the service is to be managed, delivered and controlled. It defines overall service governance and related management plans, procedures, timelines and the methods and accountabilities for service delivery, change management and decision making.

The plan also defines a roadmap for the development and change to the service ongoing, and as such is expected to be updated and change to reflect the current and planned future states of the service.

# Definition of the Service

## Scope of the Service

*Indicate what is in and out of scope for the delivery of the service*

[Insert Scope of Service]

## Roles and Responsibilities

*Specify the high-level responsibilities of the parties involved in managing and delivering the service. It is not intended to clarify the role of every user of the service.*

|  |  |  |
| --- | --- | --- |
| Stakeholder team | Responsibilities | Contact information |
|  |  |  |

## Governance

*Describe what decisions need to be made about the service, who makes them, and how they are made. Provide guidance with respect to how changes to the service are managed, and the parties that should be involved in the decision-making and approval process.*

[Insert Governance]

# Management of the Service

## Processes

### Process Documentation

*Provide links to more detailed process documentation, and note how often it is updated and by whom, and who oversees the documentation (if a role exists).*

[Insert Process Documentation]

### Change Requests

*Document how changes to this service are planned, communicated, deliberated upon, agreed to, and executed. In addition, fill in the chart listing the types of changes this service may encounter.*

[Insert Change Requests]

The types of changes may include but are not limited to:

|  |  |
| --- | --- |
| Stakeholder team | Change type |
|  |  |

### Maintenance and Release Management

*Describe how maintenance is planned and scheduled among all relevant parties. If a cloud vendor is involved, document their support and maintenance policies. Document how software releases are managed from development through to their migration into production. For high risk solutions (as per Policy 46), document the plan for an Information Risk Assessment (IRA) or equivalent review when major service changes or licensing renewals occur.*

[Insert Maintenance and Release Management]

## Service Support

### Hours of Operation

*Document when the service is available and when its support staff are available (ie: is this a 24x7 service, is there off-hours support, etc).*

[Insert Hours of Operation]

### Monitoring and Event Management

*Document how the service is monitored to ensure that availability targets are being met and how event notifications (ie: information on log files) that are generated are being handled.*

[Insert Monitoring and Event Management]

### Service Support Model

*Document the responsibilities and escalation paths in support of the service.*

In support of this service, the following responsibilities and escalation paths apply:

| Support role | Responsibilities | Personnel |
| --- | --- | --- |
| Tier 0 support | * Clients should endeavour to use existing online documentation to answer their questions and concerns, and contact Tier 1 if they need further assistance. |  |
| Tier 1 support | * Undertake an immediate effort to diagnose and resolve the issue and/or respond to the question (refer to documentation provided) * Categorize inquiry for reporting purposes * If the issue cannot be resolved or if you are unable to respond to the question, Tier 1 Support will engage the appropriate team. |  |
| Tier 2 support | * Takes over inquiries which cannot be solved immediately with the means of Tier 1 Support. * If necessary, it will request external support, e.g. […] * Keeps users informed about their inquiries’ status at agreed intervals. |  |
| Tier 3 support (vendor) | * Executes services requested by Tier 2 Support if required for solving an Incident. |  |

### Point of Contact With IST

*Document which clients and which role, in particular, has the responsibility of liaising with IST and for what sort of matters and by what preferred means.*

[Insert Point of Contact With IST]

### Point of Contact With Vendor

*Document which clients and which role(s), in particular, have the responsibility of liaising with the vendor and for what matters and by what preferred means.*

[Insert Point of Contact With Vendor]

### Basic Support Instructions

*Provide instructions for basic guidance to those who may have or receive questions and/or issues during their experience with the service. Populate the following table with specific instructions that would be given to teams verbatim.*

| Instructions to whom | Instructions |
| --- | --- |
| IST | * E.g. If IST receives a support request, refer to Tier 0. If they cannot resolve the request:   1. If IST receives a support request for the service through the RT system, transfer the ticket to the *BLANK* queue where client staff will act on it.   2. If IST receives a support request for the service through email, over the phone, or in person, IST staff will either forward the email or capture the details of the issue in an email to BLANK. |

### Anticipated Support Issues for Go-Live

*Document any support issues the team can anticipate occurring in the days following the launch. Use this opportunity to develop strategies and documentation for handling these issues.*

[Insert Anticipated Support Issues for Go-Live]

## Key Performance Indicators

*Document how to measure whether the service is meeting customer needs: metrics to inform whether the service is meeting success criteria*

| Key performance indicator | Planned measurement | Frequency | Responsible |
| --- | --- | --- | --- |
|  |  |  |  |

## Dependencies

*List any relevant technology upon which the operation of the service relies (e.g. other services, technical interfaces, etc)*

[Insert Dependencies]

## Contracts

*Document relevant information pertaining to the contract(s) under which the service was procured. Include information on contract renewals, key contacts, custom SLAs, division of budgeting, etc.*

[Insert Contracts]

## Risks/Observations

*While working through the development of this document with stakeholders, document any risks or observations that arise that may be worth discussing separately.*

[Insert Risks/Observations]

## Service Reviews

*Document by whom and how often this agreement will be reviewed and ratified.*

[Insert Service Reviews]

## Service Roadmap

*Document a glimpse into the future with respect to how this service is expected to evolve.*

[Insert Service Roadmap]

# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Made By | Date Change Made | Details of Change | Change Reviewed/ Approved by | Date change reviewed/ approved |
|  |  |  |  |  |
|  |  |  |  |  |

# Appendix A: Applicable Policies and Guidelines

This section may be added to as necessary depending on the type of service being managed.

* [Policy 46, Information Management](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-46-information-management)
* [Statement on Use of UW Computing and Network Resources](http://www.adm.uwaterloo.ca/infocist/use2006.htm)
* [Statement on Security of UW Computing and Network Resources](http://ist.uwaterloo.ca/directives/secUW.html)

# Appendix B: Service Ownership Roles & Responsibilities

| Role | Responsibilities | Person/Team |
| --- | --- | --- |
| Service Owner | * Accountable for delivery of service within agreed service levels. |  |
| Service Manager | * Manage all requests, issues and incidents related to the service. * Ensure that standards and guidelines are followed, including accounting standards and practices and external legal requirements. * Ensure that services and infrastructure are able to deliver the agreed capacity and performance targets in a cost effective and timely manner * Identify and plan for resources required to deliver the service * Plan for short, medium and long term business requirements * Identify, assess, and control risks. * Grants authorized users the right to use a service, while preventing access to non-authorized users. |  |