

VENDOR X

Managed Services Charter

Consulting Cloud Preview

Approved by: _____

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Chapter 1

Introduction

The purpose of this document is to describe the objectives, key functions and structure within the Managed Services Unit of VENDOR X.

The document is structured so that the overall Managed Services objectives, structure and key functions are presented first. Then, for each key function within the unit, a Chapter describes the individual goals and major activities of that function.

Prior to establishing this Charter the following key principles were agreed with the senior management of VENDOR X:

- Managed Services provides all operational contact with the Customer.
- Managed Services provide direction to Professional Services on the transition of infrastructure managed services projects from “sale” to “delivery”.
- Managed Services has signing authority on all proposals that have a Managed Services component
- Managed Services will have early involvement in all sales initiatives

In reading this document the terms Account Manager and Client Manager refer to the person responsible for the commercial relationship with the Client.

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Chapter 2

Managed Services Objectives

The objective of the Managed Services function is to provide the operational contact between VENDOR X's Managed Services clients and technical services. The managed services function is provided to:

- Ensure the successful delivery of all contracted Managed Services to VENDOR X Client's. While the Client Manager is ultimately accountable for the commercial outcome, Managed Services is accountable for the successful delivery of the agreed service levels as defined in the contracted agreement with each client
- Ensure that all sales initiatives (proposals) that include a Managed Services component can be delivered according to the proposed service level agreement and that the most appropriate solution is determined. Managed Services has a proactive and governance role with regards to proposals and has signing authority on all proposals where an ongoing support arrangement is to be agreed with the client
- Ensure the effective transition of new clients and additional services from existing clients into the Managed Services framework
- Enhance VENDOR X's reputation in the I. T. services marketplace through the delivery of "best practice" customer service
- Maintain VENDOR X's position in the marketplace as a flexible and "easy to do business with" organization by the development of adaptable processes and procedures
- Promote and implement processes based on industry standard and the Information Technology Infrastructure Library (ITIL).

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