

Job Description

1. General Information

Role Title:	<i>Service Delivery Manager</i>
Reporting To:	Manager – Service Management and Governance
Date:	

2. Role Overview

This role is responsible for ensuring that services as defined under the various Customer X Support Plans are being delivered at the operational level to meet agreed SLAs. This includes taking an end to end view of Customer X services and seeking to be proactive in the continuous improvement of service delivery.

As services are managed on an end to end basis, the Service Delivery Manager is responsible for:-

- Understanding the business outcomes required from Customer X services
- Assisting the Sales Team in establishing Service Agreements and Support Plans
- Monitoring and reporting on service performance
- Contributing to remediation of service failure and continuous improvement of delivery

On a day-to-day basis, the role will encompass:

- Escalation point for both Operations staff, the Sales Team and customers in relation to process or service failures (not project related services)
- Assisting to define the metrics for operational performance reporting
- Champion of ITIL Support processes and their implementation

From an external perspective, this role works closely with the Sales Team to engage with customers in promoting the service capabilities of Customer X. It will also ensure that customers have access to appropriate information in regard to overall service performance, planned service outages and changes to service profiles.

From an internal perspective, the Service Delivery Manager acts as a customer advocate to delivery teams, ensuring that customer needs and expectations are understood and properly translated to operational parameters. This role is also expected to have a level of knowledge and experience to act as “trusted advisor” in recommending improvements to operational activities that will enhance service robustness and reliability.

If there is a need to integrate any service elements from external providers into the Services Portfolio, this role will also ensure that appropriate contracts and service agreements are in place with third parties to ensure that internal customer service agreements are adequately supported.

3. Key Accountabilities

- Act as champion for end to end service improvement, ensuring that operational and project teams are mobilized to meet service deliverables
- Work with the Customer X Sales Team to establish service level agreements for Customer X customers.
- Work with the Customer X Sales Team to monitor, measure and report on service delivery to customers, identify and assist in the remediation of persistent service delivery failures
- Participate in periodic reviews of service offerings and service levels, negotiate and manage any changes required to service profiles