

Responsibilities Matrix for Account Manager/Service Delivery Manager

A = provide assistance

	Account Manager	Service Delivery Manager	Comments
Develop relationships and communications with service owners		✓	
Develop relationships with customers	✓	✓	
Produce and maintain the Service Portfolio, Service Catalogue	A	A	
Define, negotiate, document and monitor Service Levels (SLAs)		✓	
Measure, record analyze and improve customer satisfaction	✓	✓	
Periodic Service Delivery meetings with customer. Ensure service delivery performance reviews are scheduled, carried out with customers regularly and are documented with agreed actions		✓	
Keep aware of changing business needs	✓	✓	
Identify new business opportunities	✓		
Collect and document Business requirements	✓		
Determine the charge to the customer (price) of all out of scope work including ad-hoc requests, projects and new business opportunities	✓		The PM currently scopes the work and sets the price based on that scope. Customers are charged on time and materials.
Assess and manage commercial & contractual variations	✓		
Submit Invoicing to customer			Business Services undertake all billing activities
Define, develop & implement customer communication process	✓		
Coordinate client technology briefs	✓		
Projects - Organize Resources			PMO allocate resources based on priorities. Account Managers raise projects on behalf of the customer.