

## Service Operations Organizational Operating Model Objective

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- must be scalable, so that new customers and services can be transitioned without the need for significant re-engineering of the model
- establishes a highly experienced and skilled Service Operations Management Team to accommodate future growth
- lifts seniority of top level Service Operations Management due to significantly increased scale
- has empirical alignment to our current and known future services
- reduces complexity and establishes clear lines of responsibility and accountability
- provides high levels of customer satisfaction
- positions the organization for cost savings