

Responsibilities Matrix (Draft)

	Account Manager	Service Delivery Manager	Incident Manager	Change Manager		Comments
Develop relationships and communications with Vendor service operations	I	AR	R	R		
Develop relationships with customers	AR	R				
Produce and maintain the Business Services Catalogue	AR	I				
Produce and maintain the Technical Services Catalogue	I	AR				
Define, negotiate, document and monitor Service Levels (SLAs)	I	AR				
Measure, record analyze and improve customer satisfaction for service delivery	I	AR				
Periodic Service Delivery meetings with customer. Ensure service delivery performance reviews are scheduled, carried out with customers regularly and are documented with agreed actions	I	AR				
Keep aware of changing business needs	AR	C				
Identify new business opportunities	AR	I				
Determine the charge to the customer (price) of all out of scope work including ad-hoc requests, projects and new business opportunities	AR	C				
Define, develop & implement customer communication process	AR	C				
Be an escalation point for service related issues	A	R				

Responsible (R), Accountable (A), Consulted (C), Informed (I)