

Introduction

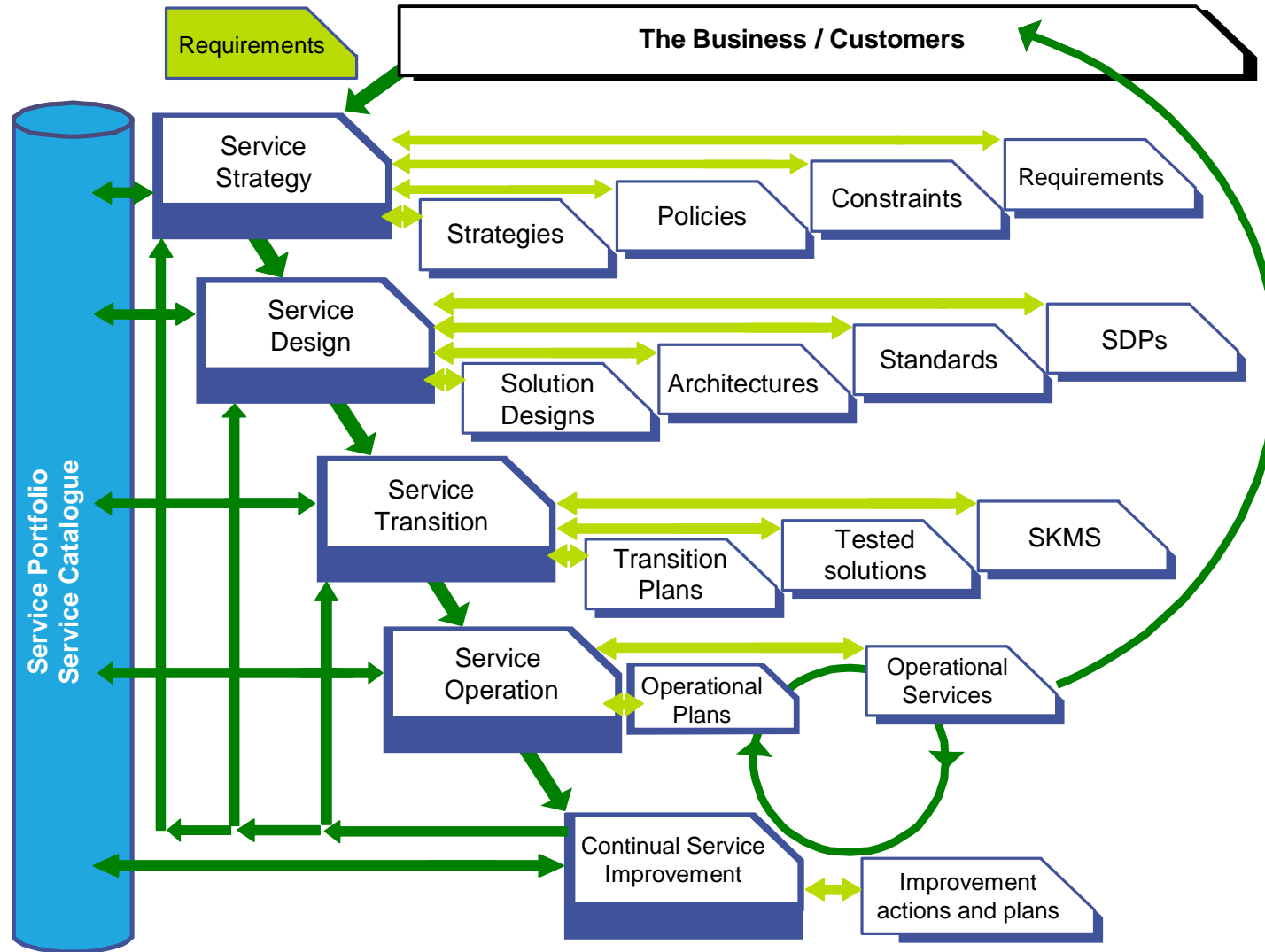
What is a service?

A service is a means of delivering value to customers by facilitating outcomes that customers want to achieve without the ownership of specific risks and costs.

What is Service Portfolio Management (SPM)?

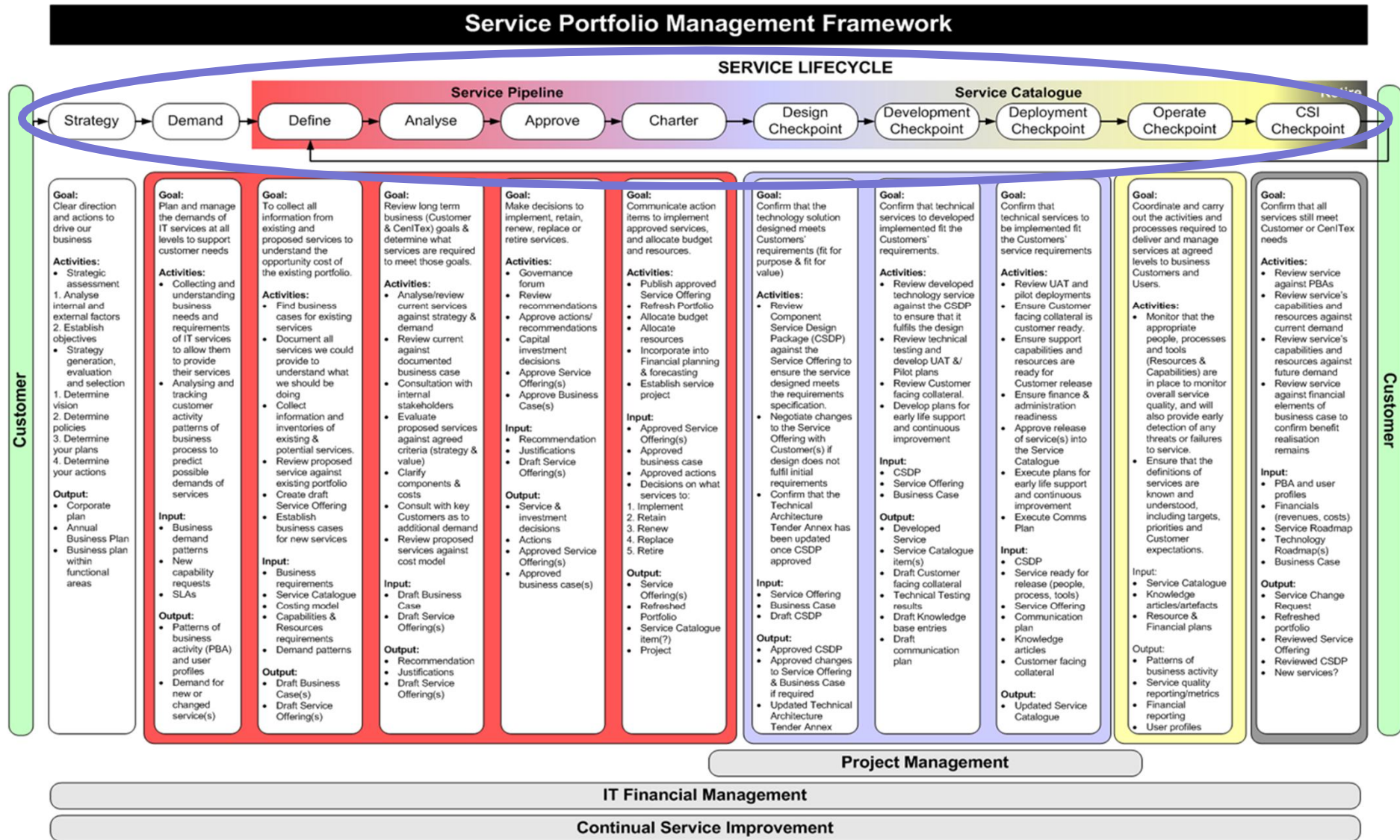
SPM is an ITIL V3 process within Service Strategy that provides framework of decision rights and processes that ensure sound decisions over the introduction, monitoring and retirement of services (Service Lifecycle).

IT Service Lifecycle



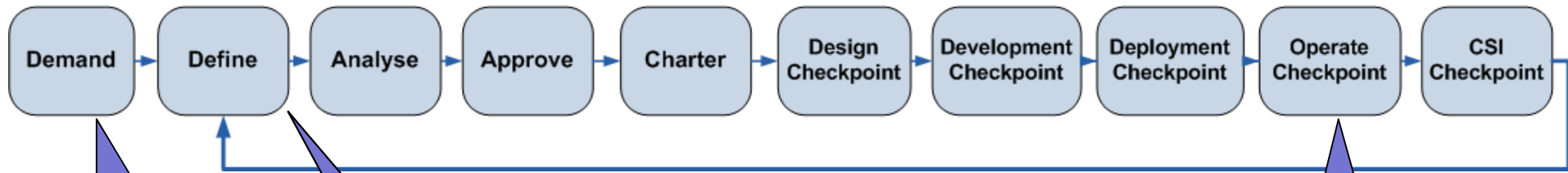
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SPM Framework



SPM Framework – Key Customer Points

SERVICE LIFECYCLE

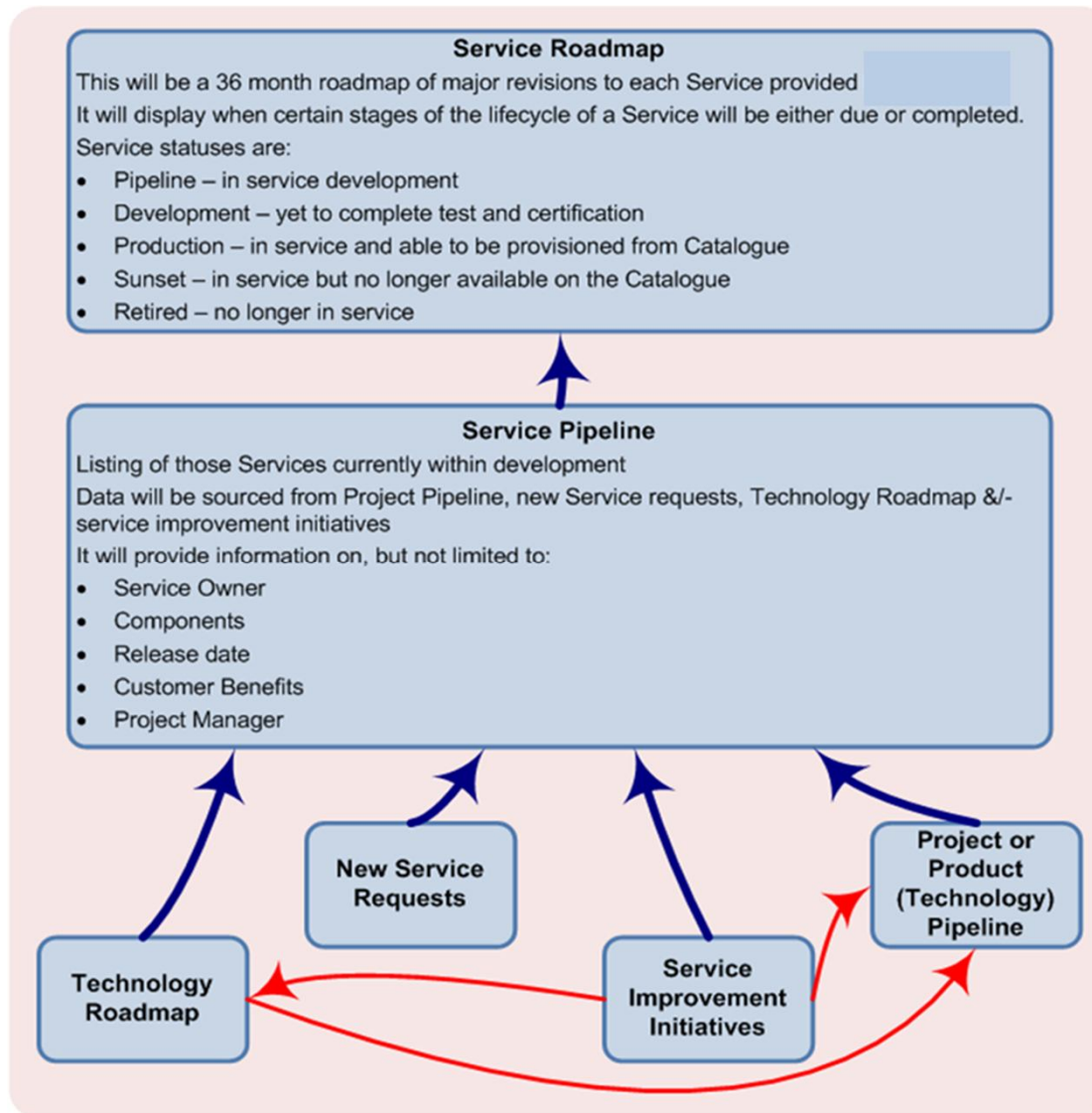


- Historical trend extrapolation
- Demand Surveys
- Service Pipeline Prioritisation
- Annual Service Reviews

- Collect Business/Customer requirements regarding request for new service
- Review requirements against existing Portfolio or Catalog
- Document Customer requirements within Service Offering with Customer
 - Business process
 - Availability
 - Budget
 - Demand
- Draft business case to gain approval for investment
- Map Demand to Business Case

- Service is on the Catalogue and can be ordered

Service Lifecycle Customer Artefacts



- Service Roadmap will provide information out to 36 months as to current status of Services within the Lifecycle
- This will be maintained via SAC
- Service Pipeline will provide information as to current Services under development out to 12 months
- This will be maintained via Service Delivery meetings

Summary

- Will change the focus of Shared Services from providing technologies to providing services
- Provide governance over the Service Lifecycle
- Questions?