



## **Service Catalogue**

Your secure data centric guardians

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## Service Delivery Management

### 1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL\_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

### 2 Objectives and Benefits

The objective of Service Delivery Management is to ensure the service we provide meet the expectations of our contractual Service Level Agreements. Service Delivery Managers (SDMs) connect customers with the ITIL aligned service model. SDMs operate nationally to ensure customers receive their documented services within the agreed targets and are responsible for the requirements listed below. Where the service is underperforming and not meeting the needs of the customer then a corrective action is put in place. This is done through a Continuous Service Improvement Plan (CSIP) and managed to create a positive outcome for the customer.

The benefits of Service Delivery Management are:

- Regular reporting on key metrics for the service
- Internal escalation of issues affecting smooth delivery of service
- Key contact for the customer
- Major Incident reporting
- Regular service reviews
- Development and implementation of Continuous Service Improvement Plans (CSIP)
- Management of service levels and agreements
- Improved customer relationships
- Measuring customer satisfaction
- Close understanding of customer's business objectives to identify service improvements and enhancements

SERVICE DELIVERY MANAGEMENT	Basic	Enhanced	Advanced
Basic monthly service report on key metrics against SLA	✓	✓	✓
Detailed monthly report with metrics, KPI's and trends against SLA measurement	Optional	✓	✓
Dedicated Service Delivery Manager	Optional	✓	✓
Monthly service review at customers site	Optional	✓	✓
Business hours communication and escalation	Optional	✓	✓
Out of hours escalation to Director on Call	Optional	Optional	✓
Major Incident reporting	Optional	Optional	✓

	Basic	Enhanced	Advanced
Service analysis and feedback	Optional	Optional	✓
Creation and management of Continuous Service Improvement Plans	Optional	Optional	✓
Strategic roadmaps and business alignment	Optional	Optional	✓

## 4 How We Provide This Service

This service is delivered through the Service Delivery Management team:

- Data reporting through ITSM tools
- Dedicated Service Deliver Manager
- Tailored reporting
- Analysis of service metrics, trends and KPI's
- Creation of Continuous Service Improvements Plans (CSIPs)
- Regular open engagement with the customer through conversation, meeting or emails
- Hierarchical escalation

## 5 Service Reporting

Based on customer requirements and services provided, monthly Service Reports are produced by SDM's using data gathered from the Incident Management Tool plus other various data sources and compiled in the presentation format desired by the customer based on Amicus ITS templates (MS Word, MS Powerpoint), as agreed as part of requirements.

A meeting or conference call may be held in order to discuss the report findings, if required. Monthly Service Reports shall include the following requirements as a minimum:

1. Performance against service targets
2. Relevant information about significant events including major incidents, deployment of new or changed services and the service continuity plan being invoked
3. Workload characteristics including volumes and periodic changes in workload
4. Detected nonconformities against the service requirements and their identified causes
5. Trend information
6. Customer satisfaction measurements, service complaints and results of the analysis of satisfaction measurements or complaints.

The customer may ask to personalise their report with additional analysis or trends. Ideally this should amount to no more than 10 reporting line items each month in total (ie. the SDM should seek direction from the customer to prioritise the additional reporting areas to create a cap of 10 (beyond which, reporting analysis may be chargeable).

## 6 Service Pricing

Additional fixed monthly service charge dependent on level of service required.