Business Service Owner Role

Service Management Board: June 20, 2016
Mary Mulvihill, UW-IT Service Management Office
Service Portfolio Management

- Service Portfolio Management is the process that manages the strategic portfolio of services the UW wants & needs.
- To manage the service portfolio, we leverage processes and roles.
- We have had Process Owners/ Process Managers, and Service Owners/ Service Managers, for several years now.
- Now, we also have a defined role for Business Service Owners.
Current UW-IT Services Taxonomy

Strategic Categories aligned with Strategic Plan (7)
E.g., Teaching & Learning, Administrative Systems, Infrastructure,...

**Business Services** (25)
E.g., Instructional Apps, Student Admin Systems, Network,...

Service Elements incl Service Offerings & Systems (180+)
E.g., Learning Management Systems, Canvas,...
Maturing the Business Services layer

- Continual Improvement provides a framework to improve services leveraging processes and roles.
- Maturing Business Services aligns well with SMB Capability Mapping
- Articulating the role of the Business Service Owner allow us to improve both:
  - Financial Management, so that we can more directly allocate costs, &
  - Configuration Management, so that we can group services and systems more logically.
Business Service

A UW-IT Business Service is a grouping of multiple UW-IT Service Offerings and other Service Elements that benefit from being treated and managed as a cohesive group.

Characteristics of a business service are:

- Identifiable user base
- Single point of management. Support expertise can be focused in integrated service teams with a single Business Service Owner.
- Service Offerings are sufficiently related to comprise a cohesive bundle, stack, or platform.
A UW-IT Business Service Owner (BSO) reports to the UW-IT Vice President and CIO, and is accountable for the responsibilities listed on the following slides.

S/he leads a team of Service Offering Owners who oversee, manage and deliver the Service Offerings within the Business Service.
Responsibilities

- Contribute to and follow the UW-IT Strategic Investment Plan.
- Align with UW-IT Enterprise Architecture standards.
- Align with industry direction and standards.
- Represent the Business Service to internal and external governance bodies and processes, including UW-IT Investment Planning and Project Management.
- Rationalize the suite of Service Offerings within the Business Service.
- Participate in rationalization of Service Offerings across the entire Service Portfolio.
- Ensure that Service Offering Owners define & maintain operational metrics (e.g., performance, relevancy, satisfaction).
Responsibilities (cont.)

- Ensure that Service Offering Owners address the following: service levels, security, availability, continuity, capacity, compliance, and accessibility.
- Ensure that Service Offering Owners adhere to UW-IT IT Service Management processes as documented in process guides.
- Ensure that Service Offering Owners leverage the Change Management process to add, change, or delete Service Offerings, which will include approvals, notifications, coordination with operational processes, and updating documentation.
Responsibilities (cont.)

- Adhere to Financial Management processes for both investments and operations for all Service Elements (Service Offerings, Systems, and the “Managed Collection of Expenses”).

Note: While the Business Service Owner is accountable for all of the responsibilities listed, discrete responsibilities may be delegated.

Note: Initially these responsibilities are viewed as our goal state, i.e., not all Business Services will be able to be managed to this level of detail initially.
Questions?

Questions & Discussion

Thank you