Service Management

Mihai Pascadi

Main source of information:
APQC – Process Classification Framework
basis for process-related information in the course

ABOUT APQC

An internationally recognized resource for process and performance improvement, APQC helps organizations adapt to rapidly changing environments, build new and better ways to work, and succeed in a competitive marketplace. With a focus on productivity, knowledge management, benchmarking, and quality improvement initiatives, APQC works with its member organizations to identify best practices; discover effective methods of improvement; broadly disseminate findings; and connect individuals with one another and the knowledge, training, and tools they need to succeed. Founded in 1977, APQC is a member-based nonprofit serving organizations around the world in all sectors of business, education, and government. APQC is also a proud winner of the 2003, 2004, 2008, 2012, and 2013 North American Most Admired Knowledge Enterprises (MAKE) awards. This award is based on a study by Teleos, a European based research firm, and the KNOW network.

COPYRIGHT AND ATTRIBUTION

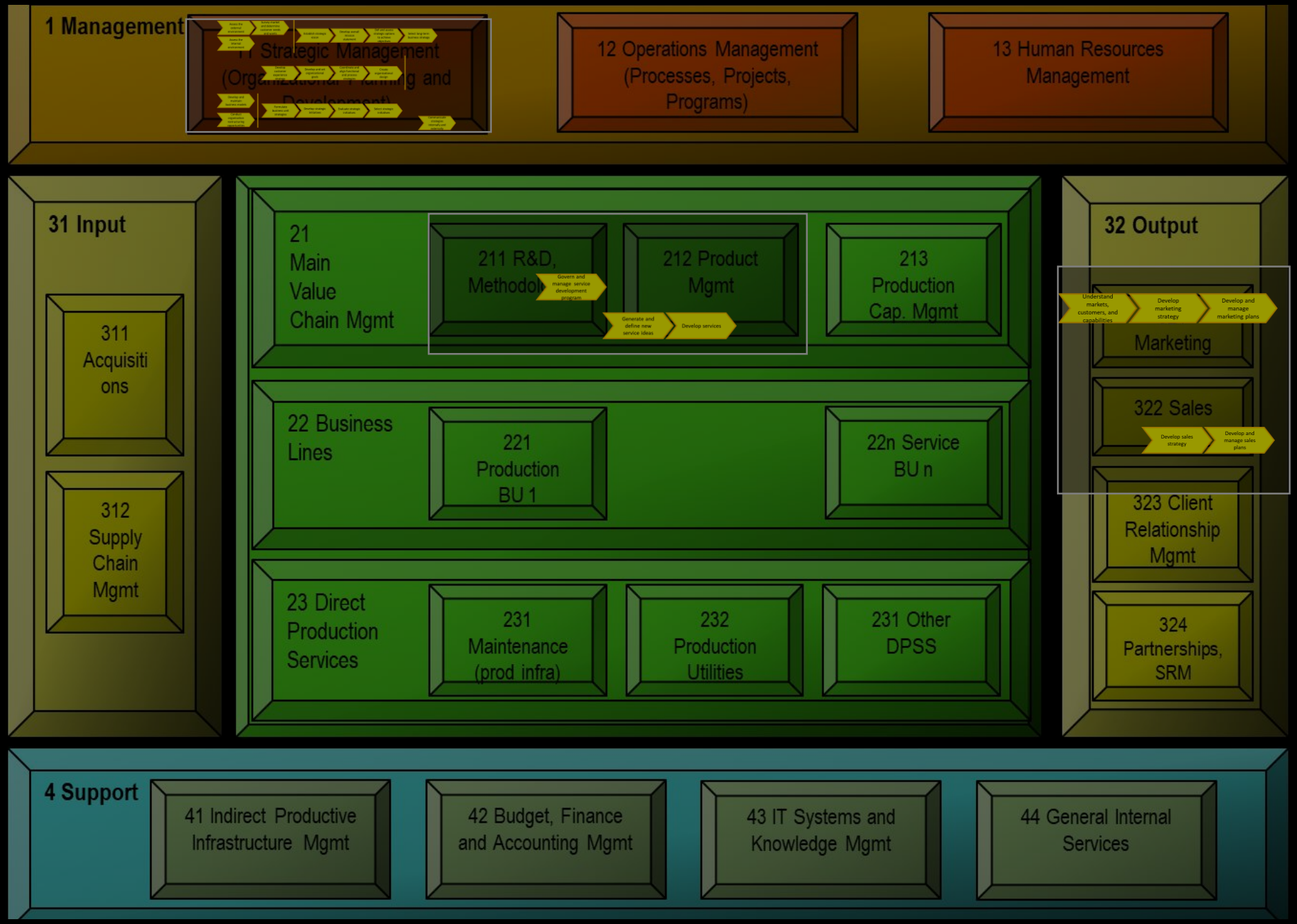
©2018 APQC. ALL RIGHTS RESERVED. This Process Classification Framework® ("PCF") is the copyrighted intellectual property of APQC. APQC encourages the wide distribution, discussion, and use of the PCF for classifying and defining organizational processes. Accordingly, APQC hereby grants you a perpetual, worldwide, royalty-free license to use, copy, publish, modify, and create derivative works of the PCF, provided that all copies of the PCF and any derivative works contain the following attribution:

This APQC Process Classification Framework® ("PCF") is an open standard developed by APQC, a nonprofit that promotes benchmarking and best practices worldwide. The PCF is intended to facilitate organizational improvement through process management and benchmarking, regardless of industry, size, or geography. To download the full PCF or industry-specific versions of the PCF, as well as associated measures and benchmarking, please visit www.apqc.org/pcf.

Sem 5,6

I will never forget that cup of coffee

Until now:
Strategic Planning, Develop and Manage Services
Process Group, The Marketing and Sales Processes
Gropus



The Deliver Services Process Group

- Offering services to customers.

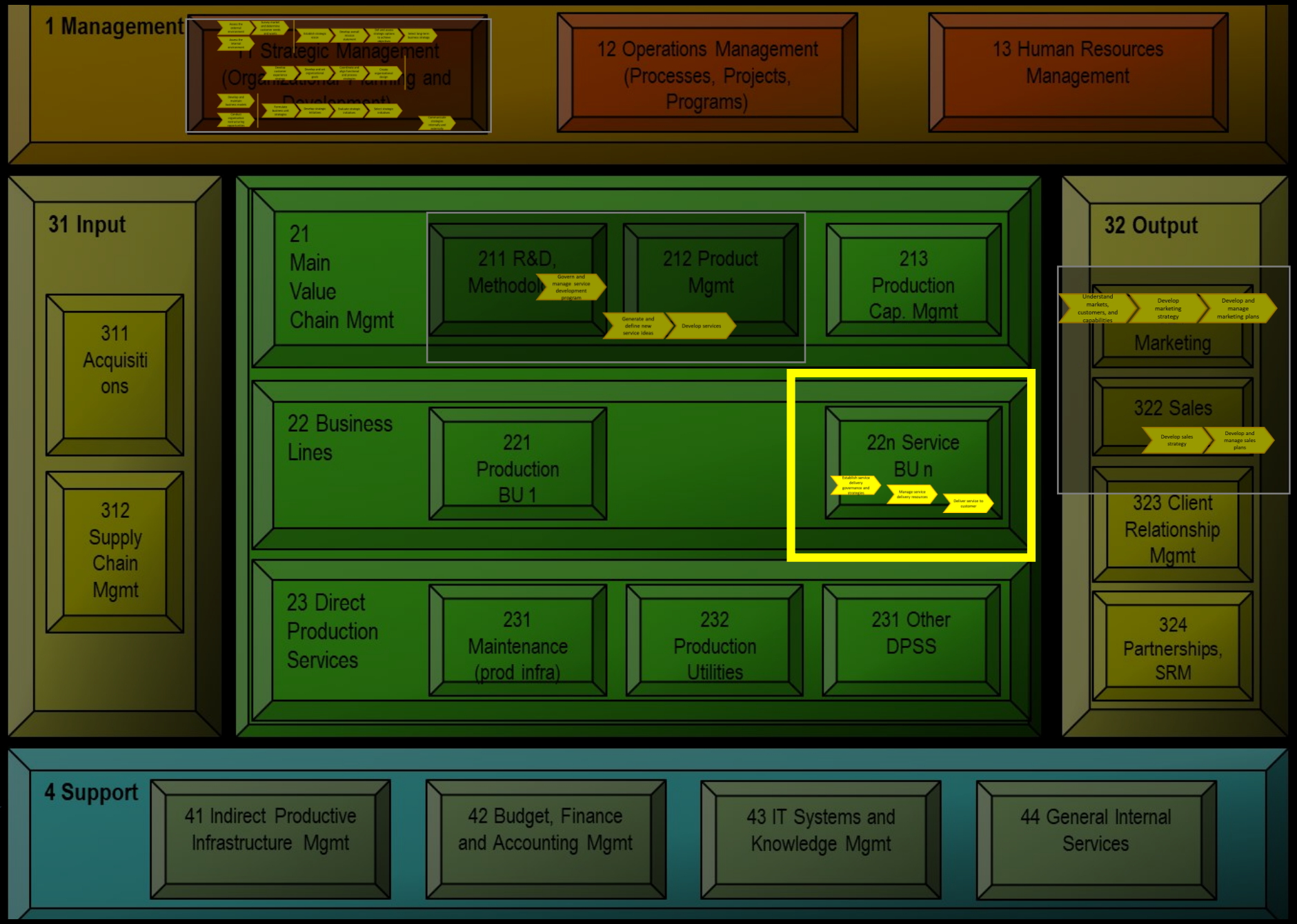
- This is the act of providing service delivery
  - as a core business practice and covers
    - identifying strategies for
      - performing service delivery,
      - managing resources, and
      - delivering services to the customer.

The Deliver Services Process Group

Quiz subject

Until now:
Strategic Planning, Develop and Manage Services
Process Group, The Marketing and Sales Processes
Gropus

Quiz subject



The Deliver Services Process Group

The Establish service delivery governance and strategies Process

- Creating rules and regulations for service delivery to the customer.
- Establish a system to manage
  - performance,
  - delivery, and
  - direction of service delivery.
- Engage with the customer for satisfaction feedback.
- Define
  - goals,
  - policies,
  - processes, and
  - workplace layout and
  - infrastructure

  as a part of the service delivery strategy.

The Deliver Services Process Group

Quiz subject

The Establish service delivery governance and strategies Process

- Subprocesses:
  - Establish service delivery governance
  - Develop service delivery strategies

The Deliver Services Process Group

The Establish service delivery governance and strategies Process

- Subprocesses:
  - Establish service delivery governance
  - Develop service delivery strategies

The Deliver Services Process Group

The Establish service delivery governance Subprocess

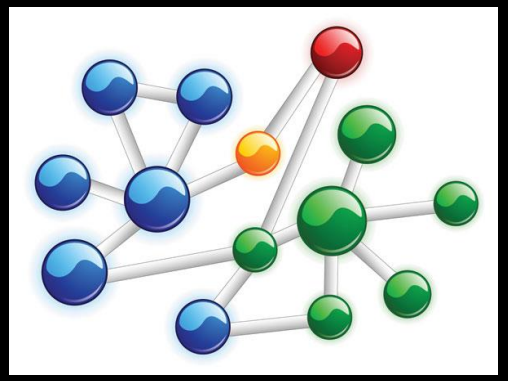
Set up and maintain service delivery governance and management system

Manage service delivery performance

Manage service delivery development and direction

Solicit feedback from customer on service delivery satisfaction

- Providing
  - a system for which to manage customer needs and
  - a structure for which to facilitate service delivery to fulfill those needs.



The Deliver Services Process Group

Establish service delivery governance and strategies

Manage service delivery resources

Deliver service to customer

Quiz subject

The Establish service delivery governance Subprocess

Set up and maintain service delivery governance and management system

Manage service delivery performance

Manage service delivery development and direction

Solicit feedback from customer on service delivery satisfaction

- Conducting and implementing performance measures to ensure successful delivery of service to the customer.

The Deliver Services Process Group

The Establish service delivery governance Subprocess

Set up and maintain service delivery governance and management system

Manage service delivery performance

Manage service delivery development and direction

Solicit feedback from customer on service delivery satisfaction

- Providing guidance of resources to ensure that the development and direction of service delivery is in line with customer needs.

The Deliver Services Process Group

The Establish service delivery governance Subprocess

Set up and maintain service delivery governance and management system

Manage service delivery performance

Manage service delivery development and direction

Solicit feedback from customer on service delivery satisfaction

- Engaging the customer post delivery to gauge the effectiveness of services rendered in order to improve on key delivery functions going forward.

The Deliver Services Process Group

The Establish service delivery governance and strategies Process

- Subprocesses:
  - Establish service delivery governance
  - Develop service delivery strategies

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

Define service delivery goals	**Define labor policies**	**Evaluate resource availability**	**Define service delivery network and supply constraints**	**Define service delivery process**	**Review and validate service delivery procedures**	**Define service delivery workplace layout and infrastructure**

- Aligning organization practices
- to meet the needs of the customer
- by creating service delivery goals.

The Deliver Services Process Group

Quiz subject

The Develop service delivery strategies Subprocess

Define service delivery goals	**Define labor policies**	**Evaluate resource availability**	**Define service delivery network and supply constraints**	**Define service delivery process**	**Review and validate service delivery procedures**	**Define service delivery workplace layout and infrastructure**

- Outlining labor policies for resources and
- ensuring that those policies meet the needs of the
  - organization, the
  - customer, and
  - government regulations.

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

- Define service delivery goals
- Define labor policies
- Evaluate resource availability
- Define service delivery network and supply constraints
- Define service delivery process
- Review and validate service delivery procedures
- Define service delivery workplace layout and infrastructure

- Understanding the needs of the customer and
- providing the necessary resources to meet those requirements.

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

- Define service delivery goals
- Define labor policies
- Evaluate resource availability
- Define service delivery network and supply constraints
- Define service delivery process
- Review and validate service delivery procedures
- Define service delivery workplace layout and infrastructure

- Identifying and understanding the limitations imposed upon service delivery network and supply.

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

Define service delivery goals	**Define labor policies**	**Evaluate resource availability**	**Define service delivery network and supply constraints**	**Define service delivery process**	**Review and validate service delivery procedures**	**Define service delivery workplace layout and infrastructure**

- Defining policies and procedures
- that focus on meeting the needs and expectations of the customer
- within the working parameters of the organization.

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

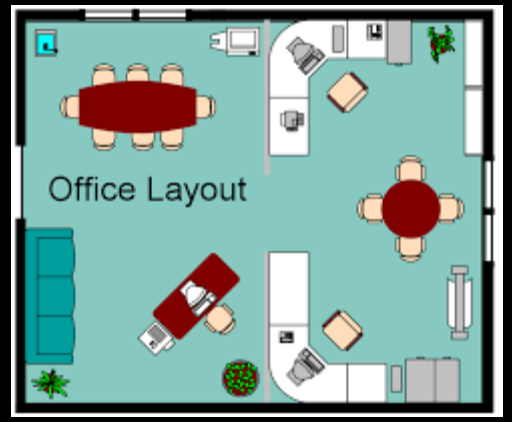
Define service delivery goals	Define labor policies	Evaluate resource availability	Define service delivery network and supply constraints	Define service delivery process	Review and validate service delivery procedures	Define service delivery workplace layout and infrastructure

- Defining policies and procedures
- that focus on meeting the needs and expectations of the customer
- within the working parameters of the organization.

The Deliver Services Process Group

The Develop service delivery strategies Subprocess

Define service delivery goals | Define labor policies | Evaluate resource availability | Define service delivery network and supply constraints | Define service delivery process | Review and validate service delivery procedures | Define service delivery workplace layout and infrastructure



- Creating a workplace that
- best serves the needs of the organization and customer
- through strategic layout and infrastructure.

The Deliver Services Process Group

Establish service delivery governance and strategies | Manage service delivery resources | Deliver service to customer

The Deliver Services Process Group

The Manage service delivery resources Process

- Understanding the demands on resources and
- creating a plan to enable the delivery of services via those resources.

The Deliver Services Process Group

Quiz subject

The Manage service delivery resources Process

- Subprocesses:
  - Manage service delivery resource demand
  - Create and manage resource plan
  - Enable service delivery resources

The Deliver Services Process Group

The Manage service delivery resources Process

- Subprocesses:
  - Manage service delivery resource demand
  - Create and manage resource plan
  - Enable service delivery resources

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

- Ensuring necessary resources are maintained through monitoring pipeline,
- developing forecasts, and
- collaborating with customers.

- Determine skills needed for service deliver and
- forecast customer orders.

- Monitor forecasted orders and
- modify if where needed.

- Measure forecast accuracy.

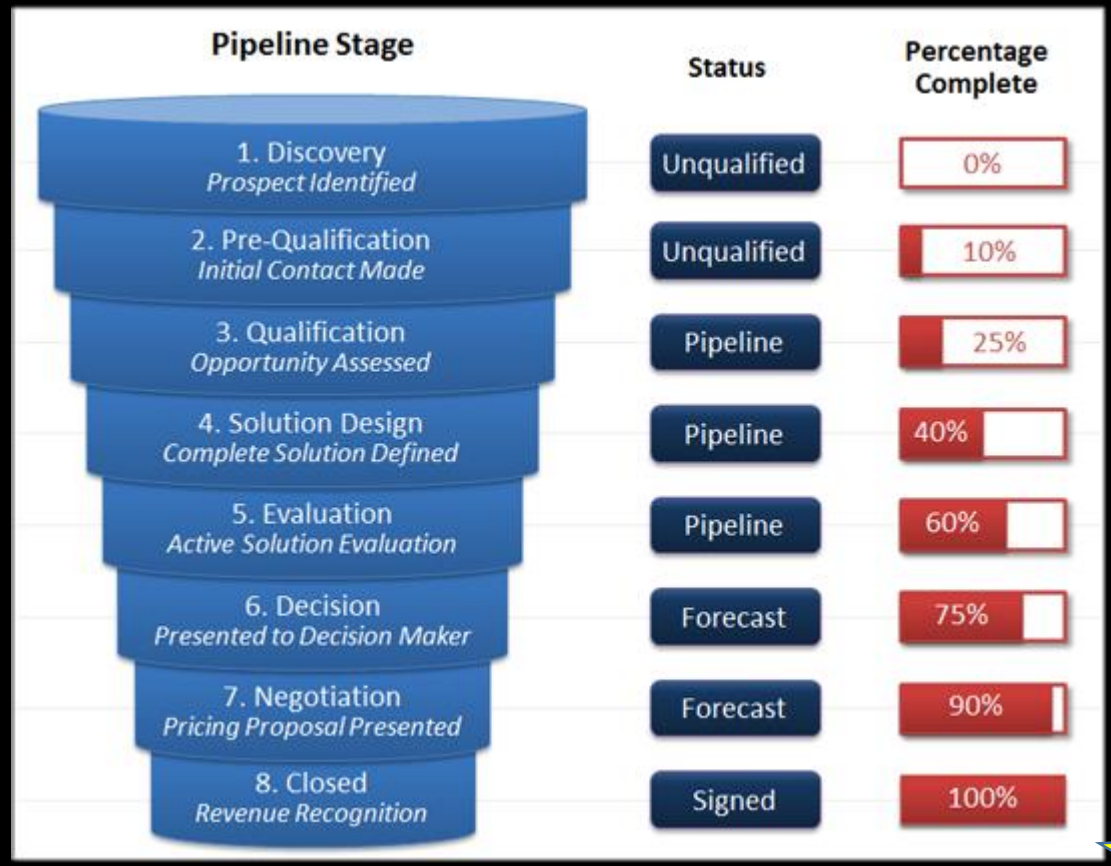
The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

The Deliver Services Process Group

- Tracking potential opportunities as they move through the various stages of the pipeline.



Quiz subject

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

- Identifying the demand anticipated for the organization's services.
- Estimate future demand for services using
  - historical data,
  - analysis of the market environment, and
  - external data.

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

- Providing a collaborative meeting in which
- to engage the customer to understand the scope of their needs and
- constructing solutions based on need and constraints.

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline | Develop baseline forecasts | Collaborate with customers | Develop consensus forecast | Determine availability of skills to deliver on current and forecast customer orders | Monitor activity against forecast and revise forecast | Evaluate and revise forecasting approach | Measure forecast accuracy

- Arriving at a consensus over the forecasted levels of demand for services by
  - analyzing baseline forecasts and
  - customer input.

The Deliver Services Process Group

Establish service delivery governance and strategies → Manage service delivery resources → Deliver service to customer

The Manage service delivery resource demand Subprocess

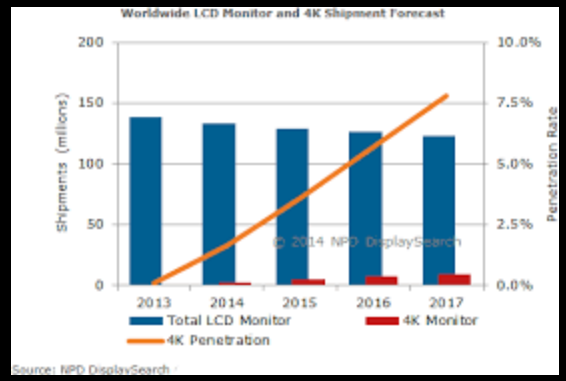
Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

- Identifying what skillset is necessary for the delivery of opportunities.
- Determine the forecast of customer orders based upon those skillsets and the resources available.

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy



- Overseeing all activities necessary to deliver services to customer.
- Revise forecast to account for any issues that may arise.
  - This could be changes in market trend, resource changes, etc.

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

- Recognizing potential problems in the current forecast and
- making the necessary changes to align the forecast meet demand.

The Deliver Services Process Group

The Manage service delivery resource demand Subprocess

Monitor pipeline	Develop baseline forecasts	Collaborate with customers	Develop consensus forecast	Determine availability of skills to deliver on current and forecast customer orders	Monitor activity against forecast and revise forecast	Evaluate and revise forecasting approach	Measure forecast accuracy

- Analyzing forecasting against actuals to determine accuracy.
- Modify forecasting to align with actual need.

The Deliver Services Process Group

The Manage service delivery resources Process

- Subprocesses:
  - Manage service delivery resource demand
  - Create and manage resource plan
  - Enable service delivery resources

The Deliver Services Process Group

The Create and manage resource plan Subprocess

- Identifying the need for and creating a resource plan.
- Understand resource demand and align with
  - capacity,
  - skills, and
  - capabilities.
- Enlist suppliers and partners to supplement needed skills and capabilities.
- Monitor and manage capabilities and skills with an eye on critical resources and supplier capacity.

The Deliver Services Process Group

The Create and manage resource plan Subprocess

Define and manage skills taxonomy	**Create resource plan**	**Match resource demand with capacity, skills, and capabilities**	**Collaborate with suppliers and partners to supplement skills and capabilities**	**Identify critical resources and supplier capacity**	**Monitor and manage resource capacity and availability**

- Analyzing the skills needed to perform services to be delivered.
- Classify and organize these skills requirements.

The Deliver Services Process Group

Establish service delivery governance and strategies

Manage service delivery resources

Deliver service to customer

Quiz subject

The Create and manage resource plan Subprocess

Define and manage skills taxonomy

Create resource plan

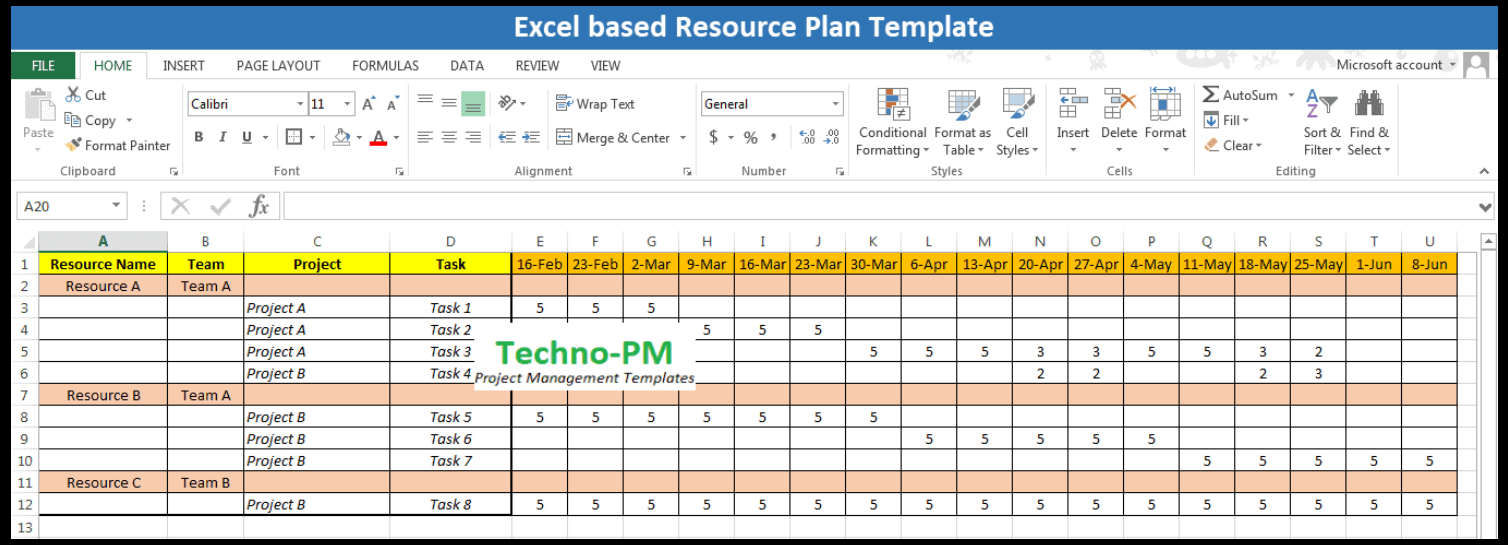
Match resource demand with capacity, skills, and capabilities

Collaborate with suppliers and partners to supplement skills and capabilities

Identify critical resources and supplier capacity

Monitor and manage resource capacity and availability

- Creating a plan to ensure that all resources are available to carry out services required for the customer.
- This can include physical resources and personnel.



Resource Name	Team	Project	Task	16-Feb	23-Feb	2-Mar	9-Mar	16-Mar	23-Mar	30-Mar	6-Apr	13-Apr	20-Apr	27-Apr	4-May	11-May	18-May	25-May	1-Jun	8-Jun
Resource A	Team A																			
		Project A	Task 1	5	5	5														
		Project A	Task 2				5	5	5											
		Project A	Task 3							5	5	5	3	3	5	5	3	2		
		Project B	Task 4										2	2			2	3		
Resource B	Team A																			
		Project B	Task 5	5	5	5	5	5	5	5										
		Project B	Task 6								5	5	5	5	5					
		Project B	Task 7													5	5	5	5	5
Resource C	Team B																			
		Project B	Task 8	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

The Deliver Services Process Group

The Create and manage resource plan Subprocess

Define and manage skills taxonomy	Create resource plan	Match resource demand with capacity, skills, and capabilities	Collaborate with suppliers and partners to supplement skills and capabilities	Identify critical resources and supplier capacity	Monitor and manage resource capacity and availability

- Matching demand with skills and capability.
- Enlisting suppliers and partners to help with demand when needed.

The Deliver Services Process Group

The Create and manage resource plan Subprocess

Define and manage skills taxonomy

Create resource plan

Match resource demand with capacity, skills, and capabilities

Collaborate with suppliers and partners to supplement skills and capabilities

Identify critical resources and supplier capacity

Monitor and manage resource capacity and availability

- Understanding organizational need to enlist suppliers to provide resources for gaps in skills and capabilities.

- Identify where additional skills are needed and collaborate with third parties to fill those demands.

The Deliver Services Process Group

The Create and manage resource plan Subprocess

Define and manage skills taxonomy	Create resource plan	Match resource demand with capacity, skills, and capabilities	Collaborate with suppliers and partners to supplement skills and capabilities	Identify critical resources and supplier capacity	Monitor and manage resource capacity and availability

- Realizing critical resources required to perform and carry out customer needs.
- Engage with suppliers to fulfill those needs, if necessary.
- Identify supplier threshold for performing those needs.

The Deliver Services Process Group

The Create and manage resource plan Subprocess

- Define and manage skills taxonomy
- Create resource plan
- Match resource demand with capacity, skills, and capabilities
- Collaborate with suppliers and partners to supplement skills and capabilities
- Identify critical resources and supplier capacity
- Monitor and manage resource capacity and availability

- Directing and managing workforce needs.
- Ensure that resources are at full capacity.
- Monitor that all resources are able to and skilled in their respective rolls.
- Make sure that necessary resources are available to provide the needed services.

The Deliver Services Process Group

The Manage service delivery resources Process

- Subprocesses:
  - Manage service delivery resource demand
  - Create and manage resource plan
  - Enable service delivery resources

The Deliver Services Process Group

The Enable service delivery resources Subprocess

- Instituting training to enable resources to provide service delivery to the customer.
- Develop a training plan.
- Create materials that provide for operation and technical training.
- Schedule, perform, and evaluate training.

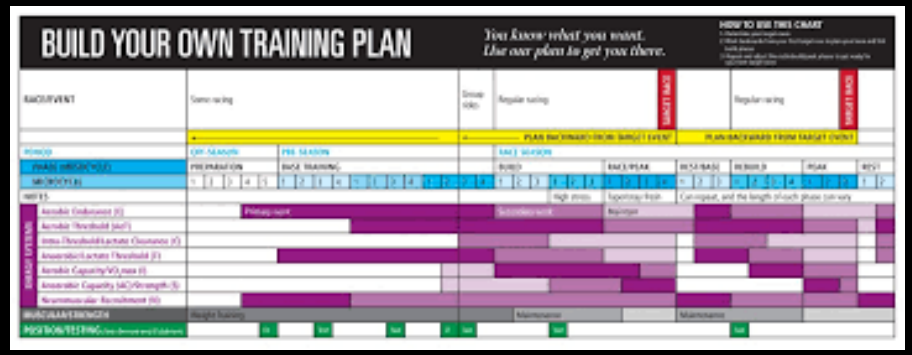
The Deliver Services Process Group

The Enable service delivery resources Subprocess

Develop service delivery training plan	Develop training materials	Manage training schedule	Deliver operations training	Deliver technical training	Perform skill and capability testing	Evaluate training effectiveness

The Deliver Services Process Group

- Creating a detailed summary of all the actions relevant to teaching a person a particular skill or type of behavior.
- Determine who will deliver the training.
- Determine when and where the apprentice or trainee needs to go to receive the structured component of the training.



Quiz subject

The Enable service delivery resources Subprocess

Develop service delivery training plan	Develop training materials	Manage training schedule	Deliver operations training	Deliver technical training	Perform skill and capability testing	Evaluate training effectiveness

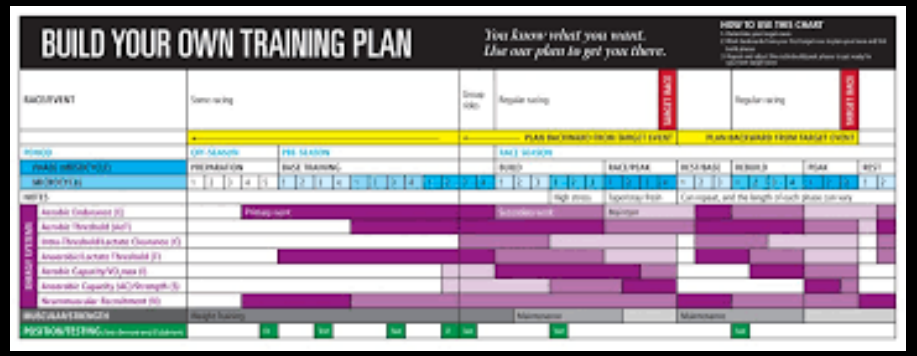
- Developing materials necessary to provide comprehensive training for the skills or behavior needed to deliver services.
- This can be any number for formats such as classroom or computer based training.

The Deliver Services Process Group

The Enable service delivery resources Subprocess

Develop service delivery training plan	**Develop training materials**	**Manage training schedule**	**Deliver operations training**	**Deliver technical training**	**Perform skill and capability testing**	**Evaluate training effectiveness**

- Providing training to the employee
- within a manageable timeframe
- to meet the needs of both the individual and the organization.



The Deliver Services Process Group

The Enable service delivery resources Subprocess

Develop service delivery training plan	**Develop training materials**	**Manage training schedule**	**Deliver operations training**	**Deliver technical training**	**Perform skill and capability testing**	**Evaluate training effectiveness**

- Educating service delivery personnel
- on all aspects of the operations process of the organization.

The Deliver Services Process Group

The Enable service delivery resources Subprocess

Develop service delivery training plan	Develop training materials	Manage training schedule	Deliver operations training	Deliver technical training	Perform skill and capability testing	Evaluate training effectiveness

- Ensuring that all personnel are trained on all technical aspects of service delivery.

The Deliver Services Process Group

The Enable service delivery resources Subprocess

- Develop service delivery training plan
- Develop training materials
- Manage training schedule
- Deliver operations training
- Deliver technical training
- Perform skill and capability testing
- Evaluate training effectiveness

- Verifying that training provided to the person was successful through
  - the administration testing and
  - the application of skills for practical use.

The Deliver Services Process Group

The Enable service delivery resources Subprocess

Develop service delivery training plan	Develop training materials	Manage training schedule	Deliver operations training	Deliver technical training	Perform skill and capability testing	Evaluate training effectiveness

- Eliciting feedback from various sources
- to evaluate the training provided.
- This can be achieved through testing and the practical application of skills.

Additionally, manager or student feedback can be garnered to evaluate training effectiveness.

The Deliver Services Process Group

The Deliver Services Process Group

The Deliver service to customer Process

- Rendering service to the customer by
  - initiating,
  - executing, and
  - completing tasks
    - associated with service delivery.

The Deliver Services Process Group

Quiz subject

The Deliver service to customer Process

- Subprocesses:
  - Initiate service delivery
  - Execute service delivery
  - Complete service delivery

The Deliver Services Process Group

The Deliver service to customer Process

- Subprocesses:
  - Initiate service delivery
  - Execute service delivery
  - Complete service delivery

The Deliver Services Process Group

The Initiate service delivery Subprocess

- Collaborating with the customer to understand service needs.
- Review, understand, and modify the delivery scope with the organization needs of the customer in mind.
- Confirm readiness and identify, select, and assign resources.
- Plan for service delivery.

The Deliver Services Process Group

The Initiate service delivery Subprocess

Review contract and agreed terms	**Understand customer requirements and define refine approach**	**Modify/revise and approve project plan**	**Review customer business objectives**	**Confirm environmental readiness**	**Identify, select, and assign resources**	**Plan for service delivery**

- Meeting with the customer, partner, and/or supplier
- to review the terms of the solutions contract and
- agree on the terms set forth.

The Deliver Services Process Group

Establish service delivery governance and strategies

Manage service delivery resources

Deliver service to customer

Quiz subject

The Initiate service delivery Subprocess

Review contract and agreed terms	**Understand customer requirements and define refine approach**	**Modify/revise and approve project plan**	**Review customer business objectives**	**Confirm environmental readiness**	**Identify, select, and assign resources**	**Plan for service delivery**

- Taking the customer requirements for a solution and
- applying those requirements to a refined approach for service.

The Deliver Services Process Group

The Initiate service delivery Subprocess

Review contract and agreed terms

Understand customer requirements and define refine approach

Modify/revise and approve project plan

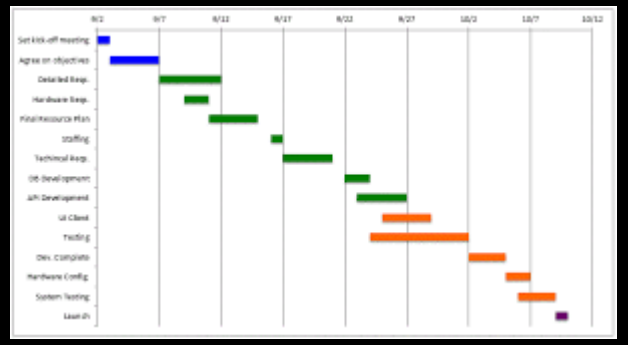
Review customer business objectives

Confirm environmental readiness

Identify, select, and assign resources

Plan for service delivery

- Updating the project plan to align with the new solution approach agreed upon with the customer.



The Deliver Services Process Group

The Initiate service delivery Subprocess

Review contract and agreed terms	**Understand customer requirements and define refine approach**	**Modify/revise and approve project plan**	**Review customer business objectives**	**Confirm environmental readiness**	**Identify, select, and assign resources**	**Plan for service delivery**

- Aligning the customer business objectives with the agreed service delivery solution.

The Deliver Services Process Group

The Initiate service delivery Subprocess

Review contract and agreed terms

Understand customer requirements and define refine approach

Modify/revise and approve project plan

Review customer business objectives

Confirm environmental readiness

Identify, select, and assign resources

Plan for service delivery

- Confirming that the organization has the resources necessary to meet the expectations for the solution for service delivery.

The Deliver Services Process Group

The Initiate service delivery Subprocess

Review contract and agreed terms

Understand customer requirements and define refine approach

Modify/revise and approve project plan

Review customer business objectives

Confirm environmental readiness

Identify, select, and assign resources

Plan for service delivery

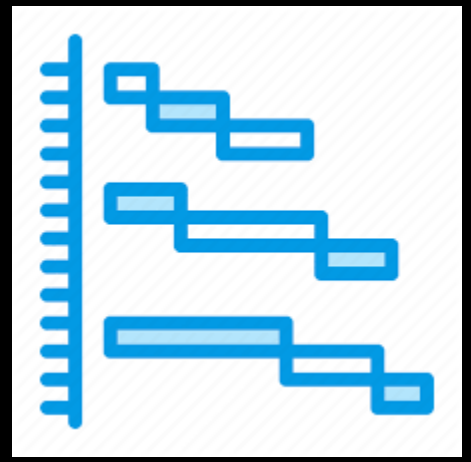
- Identifying, selecting, and assigning resources required to deliver service to the customer. Ensure that all objectives are established and met, and the all rules of engagement have been identified and communicated.
- Providing the workforce with a plan of action and goals necessary to provide a service. Make sure that those objectives are met.
- Establishing guidelines for how resources engage with the customer. For example, set rules of accountability, interaction, and accommodation when engaging the customer. Resources should be polite, empathetic, and attentive.

The Deliver Services Process Group

The Initiate service delivery Subprocess

- Review contract and agreed terms
- Understand customer requirements and define refine approach
- Modify/revise and approve project plan
- Review customer business objectives
- Confirm environmental readiness
- Identify, select, and assign resources
- Plan for service delivery

- Establishing a plan of action to successfully render a solution for service delivery.



The Deliver Services Process Group

The Deliver service to customer Process

- Subprocesses:
  - Initiate service delivery
  - Execute service delivery
  - Complete service delivery

The Deliver Services Process Group

The Execute service delivery Subprocess

- Carrying out service delivery to the customer by creating and deploying the necessary solution.
- Analyze need and create a solution.
- Validate the solution and make changes if needed.
- Obtain approval to build/buy solution and then deploy solution to customer.

The Deliver Services Process Group

The Execute service delivery Subprocess

Analyze environment and customer needs	**Define solution**	**Validate solution**	**Identify changes**	**Obtain approval to proceed**	**Make build/buy solution**	**Deploy solution**

- Understanding the needs of the customer and providing the necessary resources to meet those requirements within the scope of the organization.

The Deliver Services Process Group

Quiz subject

The Execute service delivery Subprocess

Analyze environment and customer needs	**Define solution**	**Validate solution**	**Identify changes**	**Obtain approval to proceed**	**Make build/buy solution**	**Deploy solution**

- Creating a plan of action to provide service delivery to the customer through a possible solution.
- This solution should be in response to a collaborative effort made by the organization and the customer to meet service delivery needs.

The Deliver Services Process Group

The Execute service delivery Subprocess

Analyze environment and customer needs	**Define solution**	**Validate solution**	**Identify changes**	**Obtain approval to proceed**	**Make build/buy solution**	**Deploy solution**

- Validating that the proposed solution is feasible and provides the needed services for the customer.

The Deliver Services Process Group

The Execute service delivery Subprocess

Analyze environment and customer needs | **Define solution** | **Validate solution** | **Identify changes** | **Obtain approval to proceed** | **Make build/buy solution** | **Deploy solution**

- Realizing issues within the original drafted solution and
- providing changes to correct those issues.

The Deliver Services Process Group

The Execute service delivery Subprocess

Analyze environment and customer needs	**Define solution**	**Validate solution**	**Identify changes**	**Obtain approval to proceed**	**Make build/buy solution**	**Deploy solution**

- Gaining approval from all avenues
- to proceed with providing solutions for service delivery.

The Deliver Services Process Group

The Execute service delivery Subprocess

Analyze environment and customer needs | Define solution | Validate solution | Identify changes | Obtain approval to proceed | Make build/buy solution | Deploy solution

- Constructing or purchasing solutions necessary to provide service delivery.

The Deliver Services Process Group

The Execute service delivery Subprocess

- Analyze environment and customer needs
- Define solution
- Validate solution
- Identify changes
- Obtain approval to proceed
- Make build/buy solution
- Deploy solution

- Providing the customer with promised services and solutions.

The Deliver Services Process Group

The Deliver service to customer Process

- Subprocesses:
  - Initiate service delivery
  - Execute service delivery
  - Complete service delivery

The Deliver Services Process Group

The Complete service delivery Subprocess

- Implementing final steps to complete service delivery to the customer.
- Evaluate success through project review, complete finance activities, and confirm delivery.
- Release resources and manage completion by harvesting knowledge and systems by archiving records.

The Deliver Services Process Group

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success	Complete/finalize financial management activities	Confirm delivery according to contract terms	Release resources	Manage service delivery completion	Harvest knowledge	Archive records and update systems

- Reviewing the entire service delivery process
- to evaluate the success of the project from beginning to end.

The Deliver Services Process Group

Quiz subject

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success | Complete/finalize financial management activities | Confirm delivery according to contract terms | Release resources | Manage service delivery completion | Harvest knowledge | Archive records and update systems

- Insuring all payments are received and all activates therein are completed.

The Deliver Services Process Group

Establish service delivery governance and strategies → Manage service delivery resources → Deliver service to customer

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success

Complete/finalize financial management activities

Confirm delivery according to contract terms

Release resources

Manage service delivery completion

Harvest knowledge

Archive records and update systems

- Confirming that the organization has satisfied all terms of the delivery contract set forth in collaboration between the organization and customer.

The Deliver Services Process Group

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success

Complete/finalize financial management activities

Confirm delivery according to contract terms

Release resources

Manage service delivery completion

Harvest knowledge

Archive records and update systems

- Discharging leveraged resources from service delivery commitments upon completion.
- Returning resources to the resource pool.

The Deliver Services Process Group

The Complete service delivery Subprocess

- Conduct service delivery/project review and evaluate success
- Complete/finalize financial management activities
- Confirm delivery according to contract terms
- Release resources
- Manage service delivery completion
- Harvest knowledge
- Archive records and update systems

- Ensuring that all aspects of the service delivery process are completed both internally and externally.

The Deliver Services Process Group

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success

Complete/finalize financial management activities

Confirm delivery according to contract terms

Release resources

Manage service delivery completion

Harvest knowledge

Archive records and update systems

- Garnering feedback from all avenues to collect a knowledge base concerning services rendered.

The Deliver Services Process Group

The Complete service delivery Subprocess

Conduct service delivery/project review and evaluate success

Complete/finalize financial management activities

Confirm delivery according to contract terms

Release resources

Manage service delivery completion

Harvest knowledge

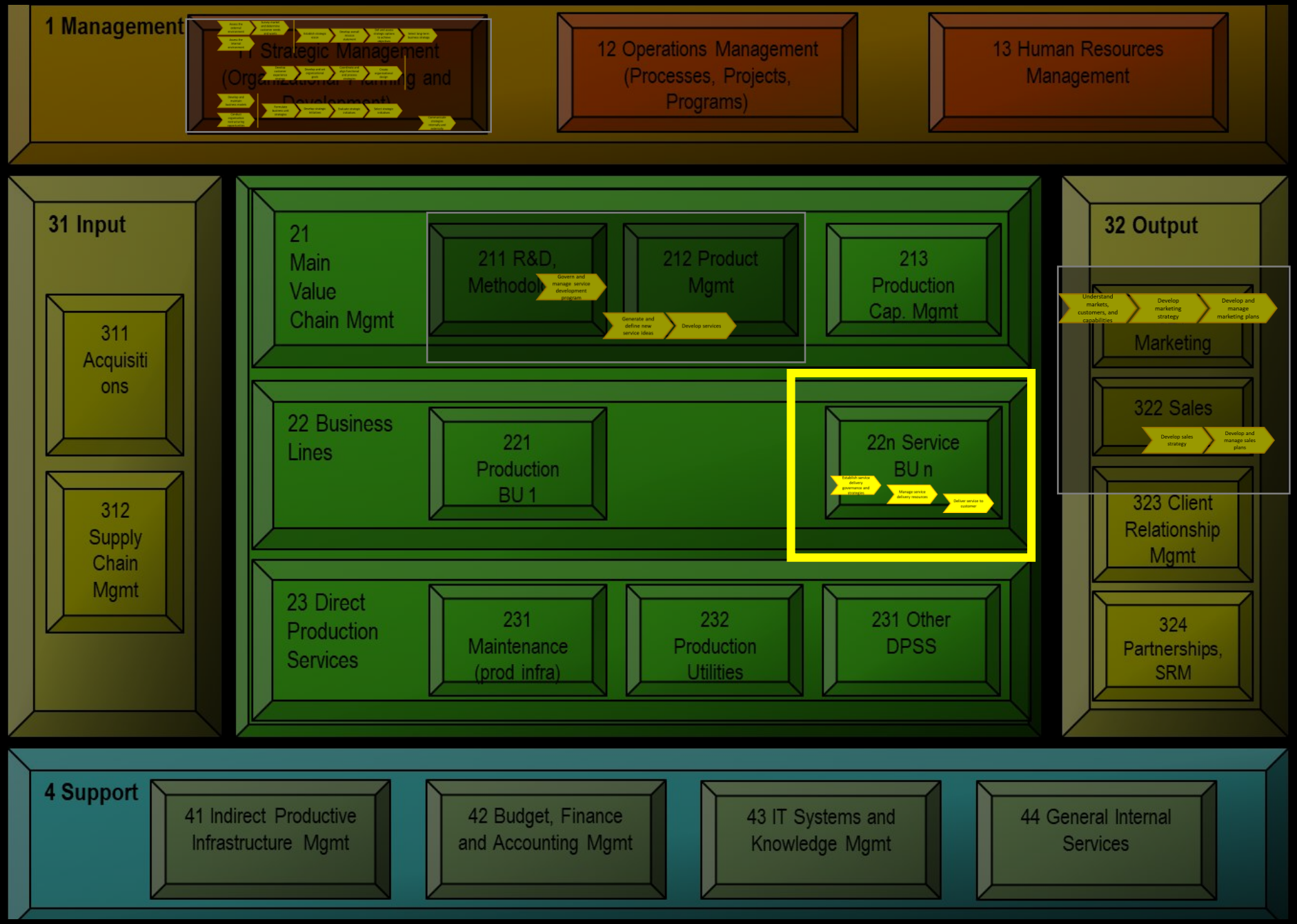
Archive records and update systems

- Completing and archiving all records associated with requested services. Update all necessary systems to reflect those changes.

The Deliver Services Process Group

The Deliver Services Process Group

Until now:
Strategic Planning, Develop and Manage Services
Process Group, The Marketing and Sales Processes
Gropus



Eo Sem 5,6