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<th>Code:</th>
<th>[organization logo]</th>
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<tr>
<td>Version:</td>
<td>[organization name]</td>
</tr>
<tr>
<td>Date of version:</td>
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<tr>
<td>Created by:</td>
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<td>Approved by:</td>
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<tr>
<td>Confidentiality level:</td>
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Comment [BV1]: All fields in this document marked by square brackets [ ] must be filled in.

Comment [BV2]: If you want to find out more about IT Operations Management Function, see [link].

Comment [BV3]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

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<th>Date</th>
<th>Version</th>
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<td>Branimir Valentic</td>
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the IT Operations Management function.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Technical Management Function
- Application Management Function
- Incident Management Process
- Continual Service Improvement Process
- Service Level Management Process

3. Policy

IT Operations Management is a function which performs [organization name]'s day-to-day activities.

IT Operations has the following roles:
- IT Operations Control
- Facility Management

3.1 Organization

IT Operations Management is organized as a:

a) Functional group
b) Stand-alone organization department [name of the department] led by [name of the department manager].

IT Operations uses expert resources from the following organizational units:

<table>
<thead>
<tr>
<th>Organizational unit</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>[department name]</td>
<td>Backup Administrator</td>
</tr>
</tbody>
</table>

3.2 Documentation

[role description] is responsible to ensure that the following documents are used in daily work:
- Standard Operating Procedures (SOP) – documents which describe work and respective time schedule that needs to be followed in details or systems; see Operations Log in Appendix.
- Operations Log – aimed to document activities of IT Operations processes and to be used to track exceptions; see Operations Log in Appendix.
4. Roles and responsibilities

4.1 IT Operations Manager

[role description] assigns the IT Operations Manager role.

Responsibilities of IT Operations Manager:

- Overall responsibility for carrying out activities within the scope of IT Operations Management
- Coordinates with other Service Management roles
- Responds to reports for reporting and managing information
- Identifies, reviews, prioritizes and implements improvements, alone or together with Continual Service Improvement (CSI) Manager
- Maintains back up of all and ensures appropriate training
- Reports to senior management
- Manages activities and processes to keep agreed service level
- Coordinates measures to prevent instability and consistency of the infrastructure and services; see Operations Log in Appendix
- Developments and implements SOP; see Operations Log in Appendix
- (see Operations Log in Appendix) and Shift Schedule and Report (see Shift Schedule and Report in Appendix)

4.2 IT Operations technician

[role description] assigns the IT Operations technician role.

Responsibilities of the IT Operations technician include the execution of ongoing activities and procedures on agreed services using:

- IT Operations control
  - Manages execution and monitors operations activities
  - Monitors monitoring consoles and starts stoppages of other processes if needed
  - Manages routine (batch) jobs
  - Backup and restore activities
- Facilities Management
  - Manages physical IT environment

5. Measurement and metrics

5.1 Measurement

Comment [BV11]: These are usual activities. Adapt if needed.
[role description] is responsible to produce reports.

Reports are sent to the Service Level Manager on a monthly basis.

[role description] is responsible for ensuring that:
- reports are produced monthly, with quarterly and yearly summaries
- measures for improvement are defined

5.2 Metrics

Metrics reports are produced. **Metrics to be reported:**
- Number and percentage of scheduled jobs completed on time and successfully
- Statistics of installed equipment
- Number of
- Number of incidents reported to other level/group
- Number of successful changes
- Number of backed-out changes
- Number of security-related breaches, i.e. incidents
- Power usage statistics

5.3 Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Operations performs its tasks within the scope of SLA/OLA</td>
<td>Number of incidents initially handled in a way that SL/OLA was breached</td>
</tr>
<tr>
<td></td>
<td>Number of reopened incidents</td>
</tr>
</tbody>
</table>

6. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Storage location</th>
<th>Person responsible for storage</th>
<th>Controls for record protection</th>
<th>Retention time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>IT Operations Manager</td>
<td>Reports are kept for [...].</td>
</tr>
<tr>
<td>Operations Log</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>IT Operations Manager</td>
<td>Reports are kept for [...].</td>
</tr>
</tbody>
</table>

7. Validity and document management

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This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

8. Appendices

- Appendix 1 Operations Log
- Appendix 2 Shift Schedule and Report

[Signature]

Comment [BV28]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV29]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.