SERVICE MANAGEMENT SYSTEM (SMS) PLAN

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1. Purpose, scope and users

The aim of this document is to define the scope, requirements and resources needed to run the services.

This document is applied to the entire Service Management System (SMS).

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

2. Reference documents

- ISO/IEC 20000-1:2011, clauses 4.1.1: 4.1.4; 4.2., 4.4.1, 4.4.2, 4.5.1., 4.5.2, 4.5.3.
- SMS Policy
- Communication Procedure
- Procedure for Internal Audit
- Management Review Minutes
- Service Catalogue Management Process
- Business Relationship Management Process
- Capacity Management Process
- IT Service Continuity Management Process
- Service Level Management Process
- Financial Management Process
- Supplier Management Process
- Design and Transition of New or Changed Services Process

3. Service Management Plan

3.1 Scope

The scope of the SMS encompasses the Appendix of Service Catalogue Management Process) of [organization name].

Items being considered for the scope of the SMS are solution, customers, customer location and technology.

3.1.1 Location

The following locations of [organization name] are within the scope of the SMS:

[Location]
3.1.2. Customers

The scope of the SMS encompasses all customers which are using services provided by [part of the organization which is in scope]. A list of the customers can be found in the Business Relationship Management Process.

3.1.3. Technology

All the Technologies that provide support to the SMS services are also within the scope of the SMS.

3.2 Objectives

General objectives of the service management system are:

- Providing excellence in operational management of IT services
- Demonstrating ability to provide services that meet customers’ requirements
- Monitoring and improving the quality of services provided

3.3 Service requirements

[Service Level Manager] is responsible to document and maintain Service Level Requirements (see Service Level Management Process). In addition to defined service requirements, services within the scope of the SMS must comply with other management systems of [organization name]:

- [Quality Management System]
- [Information Security Management System]
- […]

3.4 Limitations

The following limitations impact the SMS:

3.5 Policies, standards, statutory and regulatory requirements and contractual obligations

The SMS plan must reference with the following policies, standards and requirements:

- List of policies
  - [list]
- List of standards
  - [list]
- List of regulatory and statutory requirements
  - [list]
- List of contractual obligations
  - [see Customer Agreement Portfolio in Appendix of Service Level Management Process]

3.6 Management roles, authorities and responsibilities
Frameworks of authorities, responsibilities and process roles are defined in the process documents. Authorities and responsibilities for service management processes and plans are defined in the process documents themselves. Authorities and responsibilities for services are defined in the List of Services (see List of Services in Appendix).

### 3.7 Resources necessary to achieve the service management objectives

Process documents within the scope of the SMS define resources that are required. Additionally, to define, implement and maintain the SMS, the following human resources are needed:

<table>
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<th>Role</th>
<th>Description</th>
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| [role description] | • Establish and communicate the scope, policy and objectives for service management  
• ensure the provision of resources  
• conduct management review (once a year)  
• ensure that service management authorities and responsibilities are defined and implemented  
• appoint Management representative |
| [role description] | • ensure that activities are performed to identify, document and fulfill service requirements  
• ensure that service management processes are integrated with the other components of the SMS  
• report to Top Management on the performance and opportunities for improvement of the SMS and the services by delivering inputs to Management  
• assess and evaluate resources which are needed to achieve objectives of service management  
• check and protect against possible conflicts of interest among the processes within the scope of the SMS |
| [role description] | • ensure that training or other actions to achieve the necessary competence is carried out (see Appendix Training and Awareness Plan)  
• ensure all employees, including the Top Management, are aware of how they contribute to the achievement of service management objectives and the

Comment [BV14]: If you have job descriptions. Otherwise, leave it here.

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Comment [BV17]: This can be done. Please discuss with your manager or Head of Service Management.

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fulfillment of service requirements
  - maintain appropriate records of education, training, skills and experience

Competency requirements for [Process Manager of particular process in scope of SMS].

Technical resources needed to support the SMS are defined in the Capacity Plan (see Capacity Plan in Appendix of Capacity Management Process).

Financial resources needed to support the SMS are defined in the scope of the Financial Management Process.

Informational resources needed to support the SMS are defined in SMS documentation and records.

3.8 Process interfaces

Interfaces, which include type, method and frequency of information exchanged between processes within the scope of the SMS are described in process documents and process activities.

The interfaces and integration between SMS processes and other components of the SMS are described in each process document by defining which subtasks are created and which inputs are used.

3.9 Processes operated by other parties

The following processes or parts of the processes are operated by other parties:

<table>
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<th>Process</th>
<th>Entity operated by</th>
<th>Relationship defined in document</th>
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<tr>
<td>[Incident Management]</td>
<td>[company name]</td>
<td>[contract name]</td>
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<tr>
<td>[Budgeting and accounting]</td>
<td>[corporate finance department]</td>
<td>[OLA document name]</td>
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Suppliers which operate parts of the process are managed by the Supplier Management Process (see Supplier Management Process). Internal groups or customers which operate parts of the process are (see Service Level Management Process).

In any case where processes or parts of the processes are operated by third parties, [organization name] retains governance of those processes by demonstrating:

- Accountability for the processes and authority to require adherence to the processes
- Control of the definition of the processes and interfaces to other processes
- Verification of process performance and compliance with process requirements
- Control of the planning and prioritizing of process improvements

Process managers for processes (or of which parts of processes) are operated by a third party are responsible to demonstrate governance by providing documentation such as contracts.

Minutes of Meeting, Supplier Performance Reports (see Supplier Performance Report in Appendix of Supplier Management Process) and procedure description(s).

3.10 Risk Management

Comment [BV20]: See Appendix of Service Level Management Process.

Comment [BV21]: If you have implemented ISO 27001, refer to risk management methodology that you are using based on that standard.
[role description] is responsible to identify risks and fill in Risk Assessment and Treatment (see Risk Assessment and Treatment in Appendix of IT Service Continuity Management). Risk level is calculated according to the agreed methodologies.

Risk acceptance criteria - Values indicate risks, while values indicate risks must be treated. Treatment measures are entered in Risk Assessment and Treatment in Appendix of IT Service Continuity Management Process.

### 3.11 Internal Audit

Internal audit is described in Procedure for Internal Audit, see Procedure for Internal Audit in Internal Audit.

### 3.12 Technology support

[organization name] uses [tool name] to support the SMS.

### 3.13 Measurement and reporting

The effectiveness of the SMS is measured:
- by a process level
- by internal audit (see Internal Audit Report in Appendix of Internal Audit)
- by external auditors
- by Management Review of SMS goals achievement

Every process within the scope of the SMS has defined Key Performance Indicators (KPI) and Critical Success Factors (CSF). Responsibility to define KPIs and CSFs for processes within the scope of the SMS is defined in the process itself.

Process Managers are responsible for ensuring that KPIs are defined and measured, and that the results are reviewed and reported. They are responsible for ensuring that the measurements are accurate and that the results are used to improve the processes.

[Process Managers] are responsible to produce Reports – see Service Report in Appendix of Service level management process, Internal Audit Report and Training and Awareness Plan in Appendix, as well as “Measurement and metrics” section in the scope of every SMS process.

Process Managers are responsible to make service reports. The agreed actions shall be communicated to the process, i.e. activity.

### 3.14 Management review

[Top Management] organizes management review meetings [once a year] to check ability of the SMS and the service to achieve service management objectives and fulfill service requirements. [SMS Manager] records Management Review Minutes.

### 3.15 Changes

Changes to the SMS are initiated by [SMS Manager], approved by [Top management], and carried out through the Change Management Process.
4. Validity and document management

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. Before review of this plan, plans for processes within the scope of the SMS must be reviewed by [SM Manager].

5. Appendices

- Appendix 1: List of Services
- Appendix 2: Training and Awareness Plan

[signature]

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Comment [BV24]: This is only a recommendation; adjust frequency as appropriate.
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