# TECHNICAL MANAGEMENT FUNCTION

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**Comment [BV2]:** 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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<td>0.1</td>
<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 Technical 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

- IT Operations Management Function
- Application Management Function
- Access Management Process
- Incident Management Process
- Change Management Process
- Problem Management Process
- Continual Service Improvement Process
- Design Coordination Process
- Financial Management Process
- Supplier Management Process
- Availability Management Process
- Capacity Management Process

3. Policy

Technical Management is a stand-alone function which provides technical expertise throughout the IT service lifecycle.

Technical Management has the following roles:
- Custodian of technical knowledge and expertise used throughout the IT service lifecycle
- Resource provider required to support the IT service lifecycle
- Guidance to IT operations about how to efficiently carry out ongoing activities in managing technology

4. Technical Management organization and activities

4.1. Technical Management organization

[organization name] uses the following Technical Management organizational structure:
4.2. Technical Management activities

Technical Management is actively involved in the following activities:

- Knowledge and training
  - Identification of knowledge needed to manage and operate IT services
  - Documenting existing skills as well as definition of needed skills
  - Initiating training programs with the goal to develop or improve existing skills
  - Maintaining training records for all technical resources
  - Designing and delivery of trainings for users, Service Desk and other groups of interest
  - Identifying external training organizations

- Skills and resources
  - Recruiting resources with needed skills
  - Procuring resources with needed skills
  - Managing suppliers

- IT services lifecycle
  - Definition of standards that will be used in design of new services/architectures
  - Participation in design and development of new services/architectures
  - Participation in deployment and activities to manage services during operational phase
  - Participation in projects
  - Engineering, installation and capacity of data and infrastructure
  - Actively perform risk management activities
  - Taking an active role in other processes:
    - Design and management of event management tools and standards
    - Participation in problem resolution processes and activities
    - Support during change management activities
    - Identification of improvement possibilities
    - Support of financial management activities

5. Roles and responsibilities

5.1. Technical Manager
[role description] assigns the Technical Manager role.

Responsibilities of Technical Manager:

- Overall responsibility for carrying out activities within the scope of Technical Management
- Coordinates with other Service Management roles
- Responsible for reporting and managing information
- Identifies, reviews, prioritizes and implements improvements, alone or together with (CSI) Manager
- Detects lack of skill and ensures appropriate trainings
- Reports to our management
- Performs management and leadership duties inside organizational unit

5.2. Technical analyst/architect

[role description] assigns the Technical analyst/architect role.

Responsibilities of Technical analyst/architect:

- Manages user and other technical staff needs
- Ensures consistent performance of the infrastructure to satisfy agreed service levels
- Performs cost-benefit analysis
- Works together with application management and other technical units to define highest level of system performance and to identify agreed requirements
- Develops operational model that will ensure optimal usage of resources (technological and non-technological)

5.3. Technical operator

[role description] assigns the Technical operator role.

Responsibilities of Technical operator:

- Performs daily operational tasks inside Technical Management functions

6. Measurement and metrics

6.1. Measurement

[role description] is responsible to:

- Define reports with other process owner (e.g. Incident Manager for incident-related measurements)
- Produce reports

Reports are sent to the Service Level Manager by [role description].

The reports must be produced every consecutive month and be evaluated, and measures for improvement defined by [role description].

Comment [BV9]:

Comment [BV10]: Usually Technical Manager.

Comment [BV11]: Example: Technical Manager, Continual Service Improvement Manager.

Comment [BV12]: Example: Technical Manager, Continual Service Improvement Manager.
6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. Metrics to be reported:

- Measurement of agreed output:
  - Number of incidents handled
  - Availability of the services/systems

- Process metrics:
  - Number of resolved incidents
  - Number of new problems
  - Number of implemented changes
  - Number of backed-out changes

- Technology performance:
  - Utilization reports
  - Availability reports (e.g. of the network, component...)

- Mean time between failure of the equipment

- Measurement of maintenance activity:
  - Number of unscheduled maintenance activities

6.3. 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>
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<tr>
<td>Technical Management staff is satisfactory.</td>
<td>Number of requirements for external support</td>
</tr>
<tr>
<td>Number of resolved incidents</td>
<td>Number of unsuccessful changes where technical management isn't involved.</td>
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7. Managing records kept on the basis of this document

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<tr>
<th>Record name</th>
<th>Storage location</th>
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<tr>
<td>Reports</td>
<td>[tool name]</td>
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<td>Technical Manager</td>
<td>Reports are kept for [...]</td>
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8. Validity and document management

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[organization name]

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.

[job title]
[name]

[signature]

Comment [BV18]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV19]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.