# Market trends related to Service Level Management

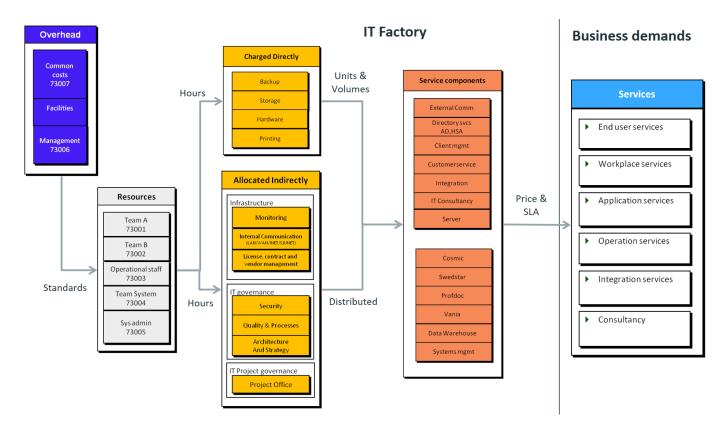
EMEA CA Business Service Insight User Group

6<sup>th</sup> April 2017, CA Paris, France

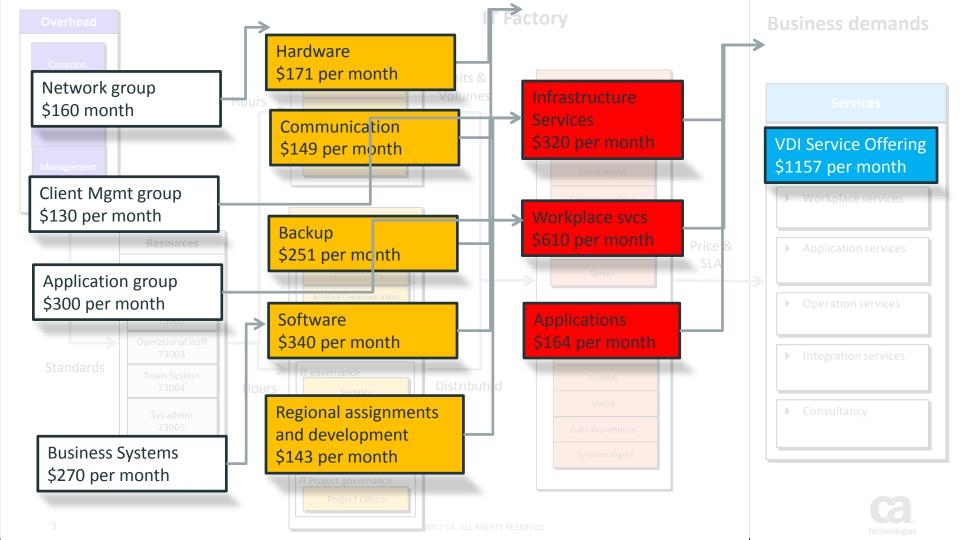


### Services – tying it all together

#### Technical service catalog & Service delivery layer

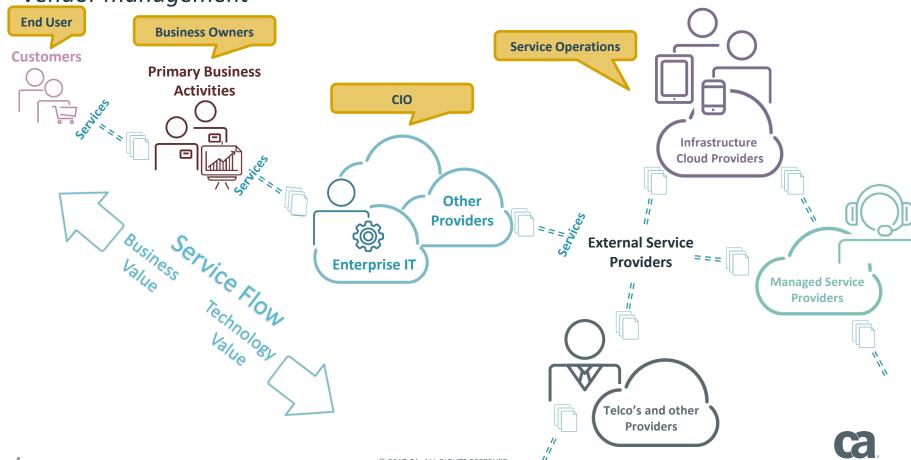




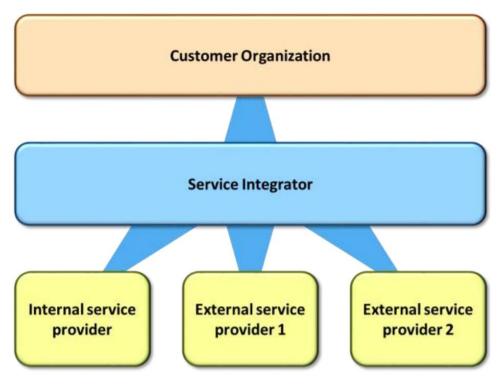


# Service supply chain management

Vendor management



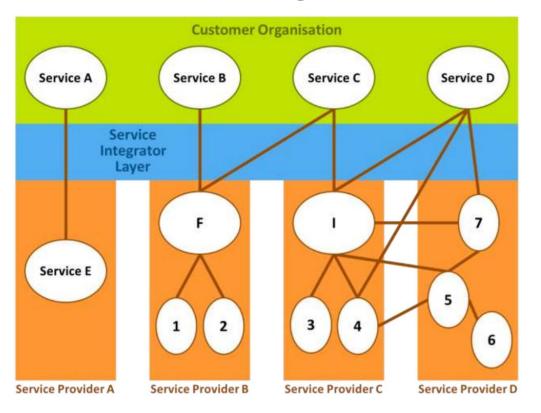
# Simple view of a SIAM ecosystem



SIAM Foundation Body of Knowledge



# Sample service model showing services



**SIAM Foundation Body of Knowledge** 



# Service Integration And Management (SIAM)

"SERVICE INTEGRATION AND MANAGEMENT (SIAM) IS A MANAGEMENT METHODOLOGY THAT CAN BE APPLIED IN AN ENVIRONMENT THAT INCLUDES SERVICES SOURCED FROM A NUMBER OF SERVICE PROVIDERS.

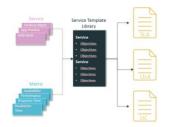
SIAM HAS A DIFFERENT LEVEL OF FOCUS TO TRADITIONAL MULTI-SOURCED ECOSYSTEMS WITH ONE CUSTOMER AND MULTIPLE SUPPLIERS. IT PROVIDES GOVERNANCE, MANAGEMENT, INTEGRATION, ASSURANCE, AND COORDINATION TO ENSURE THAT THE CUSTOMER ORGANIZATION GETS MAXIMUM VALUE FROM ITS SERVICE PROVIDERS."

SIAM Foundation Body of Knowledge



# Service delivery managers' business unit interactions

- Service Portfolio Management
  - Manage business demand
- Services
  - Standardized finite list of services offered
- Service Level Agreements
  - Standardized finite list of SLA's offered
    - Priced individually



- Financial Management
  - Pricing services and Chargeback (Showback)
- Architectures
  - Based on existing or extending the infrastructure
    - XaaS entensions (laas, PaaS, SaaS)



### Contract Management

- Governance & Compliance
- Contracts related to the business units
  - Service Level Agreements
  - Operational Level Agreements
- Contracts related to the suppliers
  - Underpinning contracts



- IT asset management
  - Warranties, Licenses, Leasing





# Managing the Agile Enterprise

# New Ways to Work

#### SERVICE

#### Service Management

Align services capabilities with modern user, delivery & business demands.

Customer Support

DevOps

Agile Transformation Framework

Connects Strategy & Execution

#### **BUILD**

#### **Agile Central**

Collaboratively plan, prioritize and track work across the enterprise.

**Executives** 

#### **CUSTOMER**

**EXECUTION** 



**Application Developers** 

#### Project & Portfolio Management

Unify long term strategy, investment and portfolio planning.

Project &

Portfolio

**Product** 

Managers

Agile Mindset

Adaptive **Practices** 

**Scalable Solutions** 

