

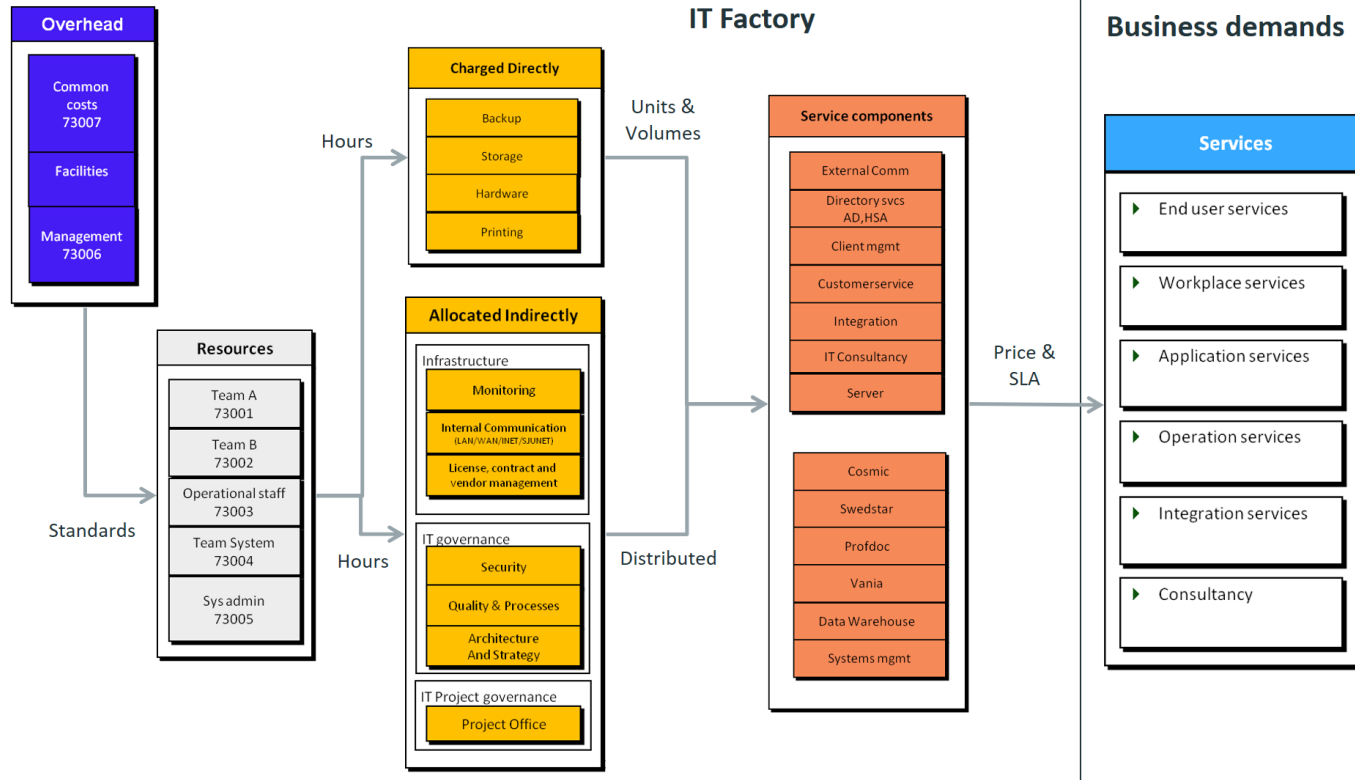
# Market trends related to Service Level Management

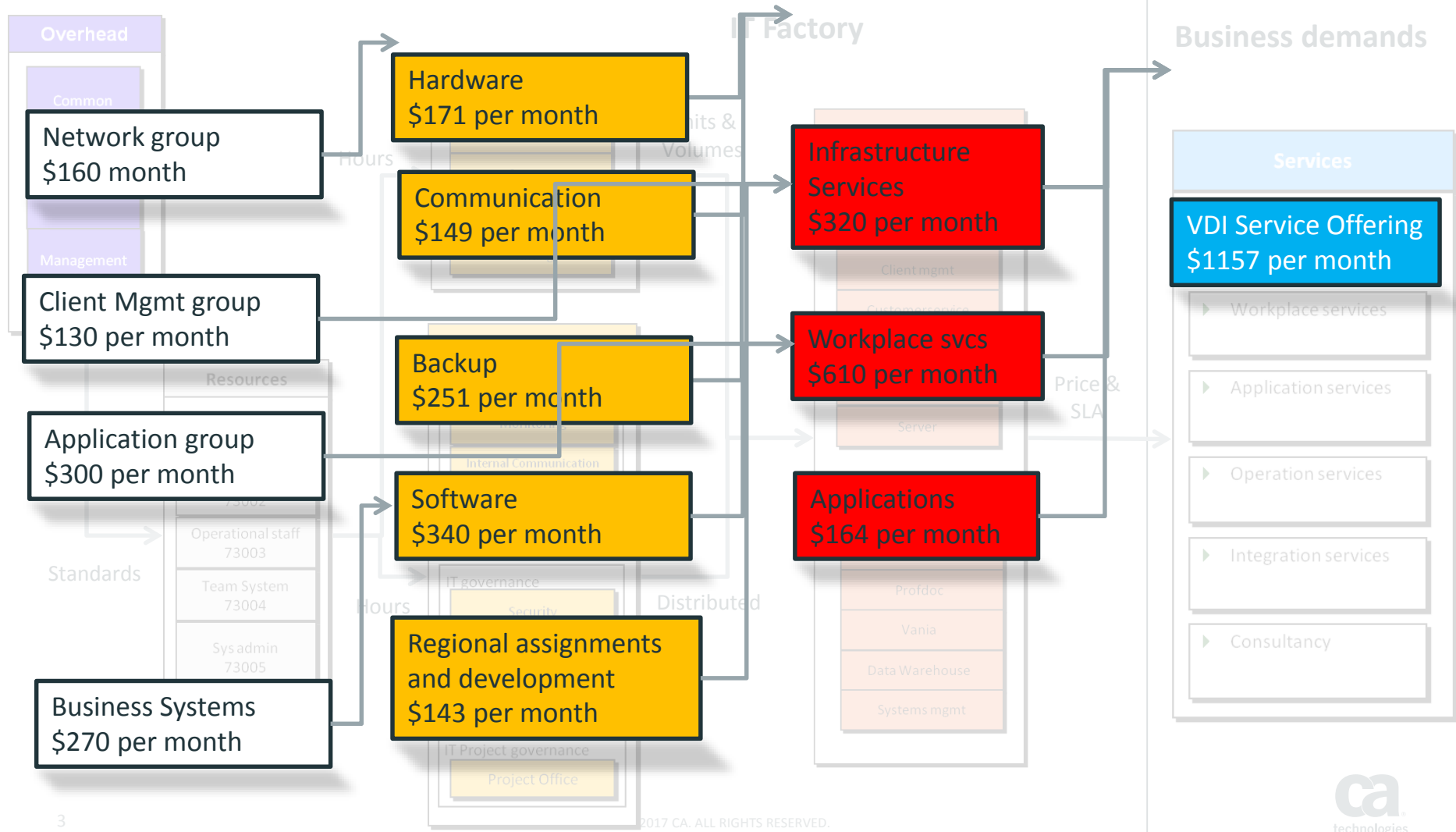
EMEA CA Business Service Insight User Group

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

# Services – tying it all together

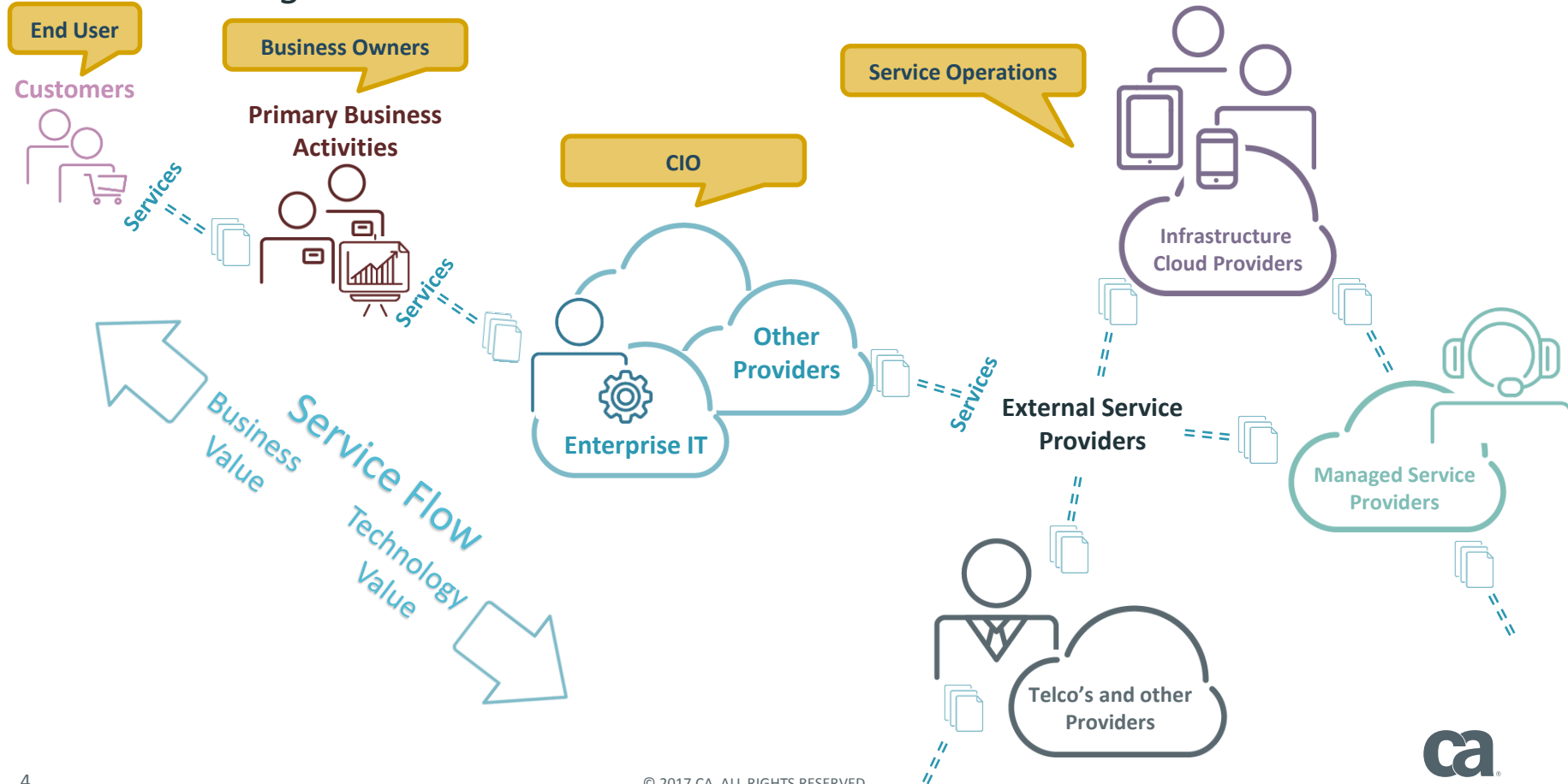
## *Technical service catalog & Service delivery layer*



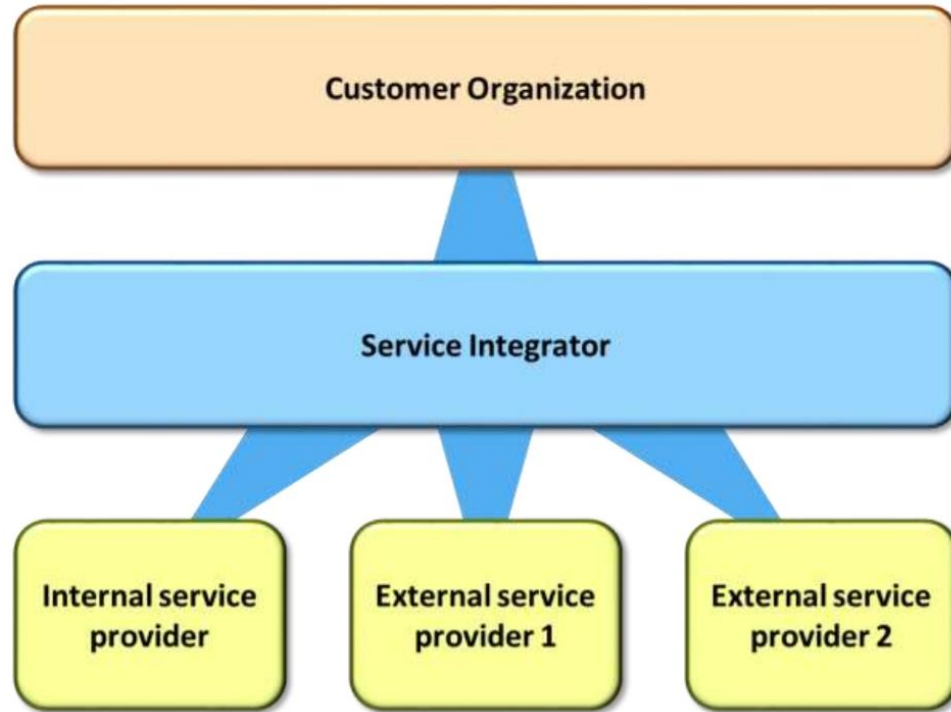


# Service supply chain management

## Vendor management

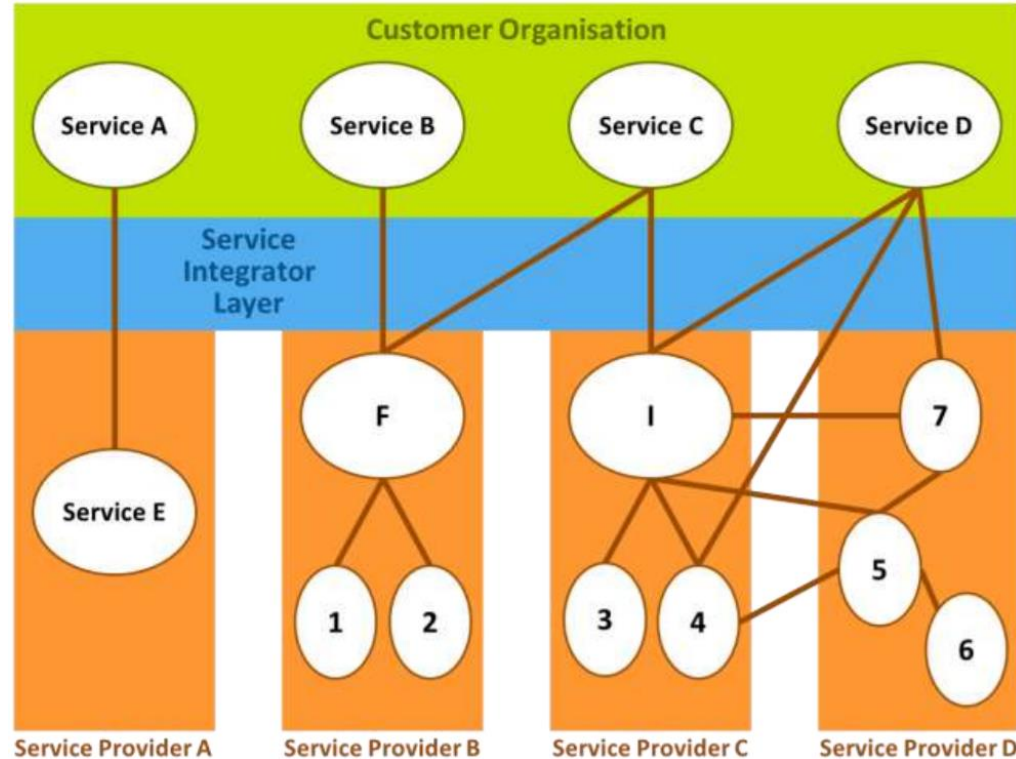


# Simple view of a SIAM ecosystem



[SIAM Foundation Body of Knowledge](#)

# Sample service model showing services



[SIAM Foundation Body of Knowledge](#)

# Service Integration And Management (SIAM)

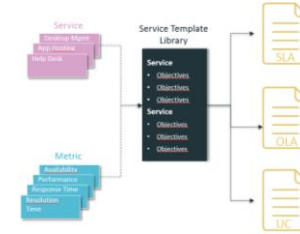
“SERVICE INTEGRATION AND MANAGEMENT (SIAM) IS A MANAGEMENT METHODOLOGY THAT CAN BE APPLIED IN AN ENVIRONMENT THAT INCLUDES SERVICES SOURCED FROM A NUMBER OF SERVICE PROVIDERS.

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 extensions (IaaS, 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
- Contracts related to the existing infrastructure
  - IT asset management
    - Warranties, Licenses, Leasing



# Managing the Agile Enterprise

## New Ways to Work

