# Service Design related Roles and Responsibilities

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<th>Documentation Approval</th>
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<tr>
<td><strong>Owner</strong></td>
<td>Gavin Walsh</td>
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<td><strong>Approved by</strong></td>
<td>Debbie Keogh &amp; Hilary Sissons</td>
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<td><strong>Expiry date</strong></td>
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<th>Date</th>
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Service Design related Roles and Responsibilities

The following table lists role and basic responsibilities as they relate to services, service design and service management activities. People performing roles should be able to provide information, advice, and guidance to assist in completing service design activities and completing specific SCLC templates.

**Note:** for a full list of key roles involved in the governance and management of a project see Service Change Governance Process Guide located under the Service Change Lifecycle section on the IT Service Management website. For all Terms of Reference (ToR) documents for the key assurance and governance groups see same section.

A further list of key contacts for each service management process can be found here: [https://bsm.unimelb.edu.au/contact_us](https://bsm.unimelb.edu.au/contact_us)

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<th>Role</th>
<th>Responsibility</th>
<th>Specific IT staff</th>
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| **Accessibility Lead** | Provides advice and guidance on:  
• Who/how/when to engage regarding accessibility requirements  
• Completion of the Web Accessibility Risk Assessment Checklist (contained in the Non-Functional Requirements Analysis template)  
• Conducting accessibility reviews  
• Designing for accessibility requirements | Andrew Normand Michael Tan |
| **Applications Services Managers (ASM)** | • ASMs perform many of the RM activities within the Application Services portfolio.  
• Where an ASM is allocated they are effectively performing the role of RM (see RM role)  
ASMs are a good source of information about:  
• existing business and IT services and understanding of IT customers and their general requirements of IT services  
• who the key service stakeholders are (with the focus being applications) | Simon Abbott Phil Brown Priya Ravindra Ben Edward Marlena Axel |
| **Contracts Administrator** | • Has operational responsibility within IT for a specific contract (e.g. Network Operational Maintenance Agreement is looked after by someone in the IT network team). | Dependant on project/contract/supplier |
| **Contracts Manager** | • Overall visibility and management of all IT supplier contracts | Tom Cummings |
| **IT Finance** | Is a central source of accurate information about:  
• how existing IT services are accounted for financially  
• the cost and charging models (e.g. fee for service vs. common service charges)  
• what services make up the existing ‘service bundles’ | John Cain Ourania Darmakis Helen Spanos |
| IT security and risk | Provides advice and guidance on:  
|---------------------|-----------------------------------------------------------------------------------  
|                     | how/when to engage the IT Security and Risk Team during the course of a project  
|                     | completion of the Security Risk Assessment Checklist (contained in the Non-Functional Requirements Analysis template)  
|                     | conducting risk assessments for projects (which can lead to project specific security requirements)  
|                     | if a Business Impact Analysis (BIA) has previously been conducted  
|                     | standard Information Security Policy requirements  
|                     | data classification  
|                     | existing Disaster Recovery (DR) plans and arrangements.  
|                     | Existing ITSCM related SLTs  
|                     | technical coding standards  
|                     | what is expected in the documented service design for the project  
|                     | security testing requirements and expectations  
|                     | Service Acceptance Criteria (SAC) related to information security  
|                     | Wayne Tufek  
|                     | Christian Wilson  
|                     | See IT Service Management web site for details of Security and Risk related processes, policies, procedures, and other documents.  
| Relationship Manager (RM) | Responsible for maintaining the relationship between IT and specific University customer contacts  
| | Represent customer facing IT services at a strategic/tactical level within ITS and the University  
| | Assists with discussing, negotiating and agreeing Service Level Requirements (SLRs) and other service requirements with the customer  
| | Ensures achievement of defined levels of customer satisfaction  
| | Helps to identify and analyse levels of demand that will be placed on a service  
| | Acts as the IT Service Owner for specific IT customer facing services  
| | RMs are a good source of information about:  
| | existing Business and IT services and understanding of IT customers and their general requirements of IT services,  
| | who the key service stakeholders are.  
| | Peter Bruges  
| | Rachael Dalton  
| | Daniel Majczak  
| | Genevieve Fox  
| | Jonathan Pike  
| Service Change Review Board (SCRB) | The SCRB reviews IT projects through the SCLC to:  
| | Assure their overall health, fitness-for-purpose, service readiness, and operability/maintainability.  
| | Provide recommendations to Foundation Portfolio Board (FPB) regarding SCLC gate progression.  
| | Provide advice and guidance to Service Owners and Project Managers on how to best apply the SCLC to their particular service change.  
| | Murray Parsons  
| | Peter Gallagher  
| | See IT Service Management web site for Terms of Reference doc.  
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| **Service Delivery Manager (SDM)** | - Represents customer facing IT services from an operational perspective (when service is in production) within ITS and the University  
- is responsible for analysing the quality of service delivery and achievement of service performance targets.  
- This involves monitoring, measuring, analysing, and reporting on the performance and delivery of the IT services and identifying service and process improvements.  
SDMs are a good source of information about:  
- existing production IT services, service performance issues or improvements  
- existing SLAs and OLAs that are in place for services  
- existing service catalogues and catalogue entries  
- general service and support models standards and requirements  
- who the key service stakeholders are |
| **Service Portfolio Owner** | - Represents and is ultimately accountable for the set of services within a portfolio  
- Manages the relationship between IT and the business at the highest management level  
- May have delegated specific service owner responsibilities (e.g. to ASMs/RMs)  
**Business improvement projects** – Service Portfolio Owners are key link between IT and the University for business improvement projects. For such projects they perform the role of Senior Supplier and in doing so:  
  - are a member of the relevant PSG.  
  - represent the interests of all IT groups, including delivery and operations  
  - escalate any issues raised by the SCRB/FPG to the PSG for resolution  
  - are accountable for the delivery and success of IT project  
**IT infrastructure projects** - For infrastructure IT projects the ‘Foundation Service’ Portfolio Owner perform the role of Senior Supplier. |
| **Solutions Review Board (SRB)** | SRB reviews and approves solution and service designs based on agreed domain architectures, standards and roadmaps. This includes:  
- The technology solution and technical operating design.  
- The associated IT service design.  
- The SRB provides input to the SCRB regarding the above approvals and any issues. |
| **Super User** | - Is a user who helps other users, and assists in communication with the service desk or other parts of the ITS. Super users are often experts in the business processes supported by an IT service and will provide support for service incidents and training. |
| **Supplier Manager** | - The manager of the IT Supplier Management process.  
A good source of information about:  
- Suppliers on the IT supplier panel  
- Existing contracts with suppliers and the services they provide |

Karen Barber  
Alana Morpurgo  
Michael Tan

Chris van Der Weyden  
Michael Carolan  
Steven Manos  
Tania Elliott  
Niranjan Prabhu

Rajesh Padmawar

See IT Service Management web site for Terms of Reference doc.

Dependant on IT service

Angela Wong
| Technical Delivery Manager (TDM) | • Responsible for managing the IT operational teams responsible for operating, supporting, maintaining the applications and infrastructure service components.  
• Responsible for the quality of technical support, knowledge, task and people management of support teams.  
• Responsible for the technical management, planning, operation, maintenance, and improvement of specific technical and/or application infrastructure and environmental service components.  

TDMs tend to be team managers of the operations support teams within IT and are therefore a good source of information about:  
• existing production IT services and service components  
• technical configurations  
• technical operating standards  
• existing technical issues or improvements  
• who the Technical SMEs and technical contact are.  |
| Charlie Manoria  
Rod Mahon  
Tooraj Enayati  
Paul Dickens |
| Technical Service Owner (TSO) | • As per generic service owner responsibilities  
• Represents and is ultimately accountable for a specific IT supporting service (e.g. Foundation services)  
• In an internal IT sense, TSOs are the suppliers to the customer facing IT service owners (i.e. they are their internal customers)  |
| Dependant on project |
| Test Manager | • The person allocated to perform the role of Test Manger for the project  
• Responsible for the test strategy, test plan, management of test activities and production of test report(s).  |
| Dependant on project  
Sekar Nallenthiran (for tier 1 applications)  
Paul Courtot |
| User Experience and Design Manager | Provides advice and guidance on:  
• Who/how/when to engage regarding Usability requirements  
• Completion of the Usability/User Experience Assessment Checklist (contained in the Non-Functional Requirements Analysis template)  
• Conducting Usability reviews  
• Designing for accessibility requirements  |
| Guy Sangwine  
Michael Tan |