[Organisation] Service Management Objectives

# Purpose

[Organisation] recognises the importance of service management and is committed to operating an effective Service Management System to ensure that it operates responsibly as a business and in compliance with all legal and regulatory requirements in relation to the Service Delivery for Business Solutions. This document contains the Service Management objectives for [Organisation] and serves as input for setting team and individual service management-related objectives.

# Service Management Principles

[Organisation] has identified the following key Service Management principles:

* Understand and fulfil the service requirements to achieve customer satisfaction.
* Design and deliver services based on the Service Management System (SMS) that add value for the customer.
* Monitor, measure and review the performance of the SMS and associated services.
* Continually improve the SMS and the associated services based on objective measurements.
* Continuously improve the organisation by measuring and assessing the associated risks and applying effective measures to mitigate those risks.

# Service Management Objectives

To ensure these key principles are met, we have established a set of service management objectives which are monitored and reviewed regularly to ensure continual improvement in the service management system. These objectives are:

1. *Achieve a 95% first-time right implementation rate for new service deployments by December 2019.*
2. *Achieve 100% completion of mandatory service management training within [Organisation] and its suppliers.*
3. *Successfully complete the transition to the 2018 version of the ISO/IEC 20000-1 standard by the end of 2019.*

# Applicability

These objectives cover [Organisation], including all personnel, suppliers and contractors when they are involved in the provisioning of services in scope of the SMS.

# Review

These objectives are reviewed annually and/or when significant changes occur.

# Revision Control

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# Approval

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