[Organisation] Service Management Plan

# 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.

# Service Management Plan

## List of services

The following is a list of service provided by [Organisation] – see the Service Catalogue for more information.

*[insert list of your services in scope of the SMS]*

## Known limitations

Limitations known that can impact the SMS or the services are as follows:

*[Insert list of limitations, such as: geographical scope, staff working hours, financial situation, specific customer requirements, etc.]*

## Obligations

The following obligations exist that are relevant to the SMS and the services.

*[Insert list of obligations, such as relevant policies, standards, legal, regulatory and contractual requirements, and how these obligations apply to the SMS and the services]*

## Authorities and responsibilities

The authorities and responsibilities for the SMS and the services have been documented in the Roles, Responsibilities and Authorities document.

## Resources

The following human, technical, information and financial resources are necessary to operate the SMS and the services.

*[Insert list of resources required, such as number of personnel, knowledge management system, documentation, servers, desktop computers, network infrastructure, cloud infrastructure, budget, etc.]*

## Approach for working with other parties involved in the service lifecycle

*[Describe here what other parties you use to provide services, including outsource and/or offshore partners, suppliers (both internal and external ones), customers acting as a supplier, etc. Be specific about the scope of what is provided or operated by these parties and what controls you have put into place to make sure they provide what is needed for the SMS and the services. Mention contracts, SLAs, performance indicators and other controls.]*

## Technology

*[Describe what technology is needed to run the SMS. This is likely already covered in the “Resources” section, but any specifics can be mentioned here.]*

## Measurements and improvements

*[This section documents what measurements are taken of the SMS and the services to verify that everything is running well. These measurements should be used for (internal) audit purposes, reporting to top management and other stakeholders and as input to the continual improvement process. Be clear about the tools, technology and human resources needed to achieve this, as well as how regularly reports and audits will be created for what audience.]*

# Applicability

This Plan covers [Organisation], including all personnel, suppliers and contractors when they are involved in the provisioning of services in scope of the SMS.

Compliance with the Service Management Policy is mandatory. All Managers are directly responsible for implementing this policy and ensuring colleagues’ compliance within their functions.

# Review

The Service Management Plan is reviewed annually and/or when significant changes occur.

# Revision Control

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# Approval

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