## Service Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role Type</th>
<th>Executive Sponsor</th>
<th>Business Owner</th>
<th>Service Owner</th>
<th>Service Manager</th>
<th>Operations Owner</th>
<th>Service Development Partner</th>
<th>Business Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strategic</td>
<td>Strategic</td>
<td>Strategic</td>
<td>Tactical</td>
<td>Operational</td>
<td>Consultative</td>
<td>Consultative</td>
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### Typical Job Function
- **Executive Sponsor:** The Executive Sponsor is typically outside of the organization providing the service. They work with other senior executives to ensure strategy and overcomes resistance to define ongoing day-to-day management of the service. They are not engaged in the day-to-day management of the service. Service owners are accountable for the service and technology roadmap and the strategic direction.
- **Service Owner:** The Service Owner is also responsible for the following process interactions:
  - Defines the technology and service roadmap.
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.
- **Operations Owner:** The Operations Owner is also responsible for the following process interactions:
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.
- **Service Development Partner:** The Service Development Partner is also responsible for the following process interactions:
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.

### Role Description
- **Executive Sponsors** ensure that the project’s goals are aligned with overall company strategy, garner support and resources, and partners with other senior executives and provides ongoing direction for the service.
- **Business Owners** have the knowledge and authority to make strategic decisions regarding the service. They take a holistic approach to the entire service portfolio and lifecycle.
- **Service Owners** focus on the big picture - service planning, development, and improvement. They are not engaged in the day-to-day management of the service. Service owners are accountable for the quality, delivery, and technology of the service, with primary responsibility for the service and technology roadmap and the strategic direction.
- **Service Managers** focus on the day-to-day management of the service. They are responsible for ensuring the implementation and management of the service, as established by the service owner.
- **Operations Owners** focus on the day-to-day management of the service, as per the established KPIs and SLAs. Service managers ensure the implementation of security that service, as per the established KPIs and SLAs.
- **Service Developers** partner with Service Managers to develop new services and improve existing services. Service Developers do not engage with the Service Managers as part of their day-to-day management of a service, rather they partner with the service teams guide and assist with the service throughout its lifecycle.

### Responsibilities
- **Executive Sponsor:** Work with the SD to define the overall strategic vision for the service and provide ongoing direction for the service.
- **Business Owner:** Provides funding and other resources to deliver the service.
- **Service Owner:** Approves associated service level costs, levels, and risk.
- **Service Manager:** Serves as a strategic advisor to the service team.
- **Operations Owner:** Responsible for the following process interactions:
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.
- **Service Development Partner:** Responsible for the following process interactions:
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.
- **Business Partners:** Responsible for the following process interactions:
  - Manages costs related to the service.
  - Ensures completion and maintenance of key SLAs.
  - Provides input into the development of NPDs including performance, availability, etc.
  - Ensures that the service meets the established KPIs and SLAs.

### Additional Notes
- Executive Sponsors ensure that the project’s goals are aligned with overall company strategy, garner support and resources, and partners with other senior executives and provides ongoing direction for the service.
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| Service Manager | - be required to approve significant changes to the service.  
  - Ensure established change management practices are followed.  
  - Main POC for all major incidents (P1 and P2).  
  - Ensure knowledge articles relating to service are correct and comprehensive.  
  - Approve any knowledge articles regarding service intended for publication to end-users and/or public.  
  - Review incident and problem history as a way to improve service delivery.  
  - Ensure request and incident SLAs are being met.  
  - Design incident support methodology.  
  - Approve all request workflows.  
  - Meet with process managers to ensure customer needs are being met.  
  - Determine feasibility and impact of changes and change requests.  
  - Create knowledge articles regarding service to improve support.  
  - Construct request workflows and ensure accuracy and timeliness.  
  - Investigate root cause of problems and put forth solutions.  
  - Act as an advisor to tier 1 and 2 support.  
  - Provide training for tier 1 and 2 support. |