IT Service Transition & Improvement Lead

The Service Transition & Improvement lead has responsibility for the management and performance of Service Transition, Continuous Service Improvement (CSI) and Problem Management functions.

What Am I Accountable For?

* Management and performance of the Service Transition, Continuous Service Improvement (CSI), and Problem Management functions.
* Creating, reviewing, and managing deliverables to achieve operational acceptance and readiness.
* Managing the process to obtain formal confirmation that service acceptance criteria have been met.
* Providing leadership, advice, and implementation support to assess organisational capabilities and to identify, prioritise, and implement service improvements.
* Managing the life cycle of all problems that have occurred or could occur in delivering IMT ICT Services.
* Responsibility for core Service Transition, Continual Service Improvement, and Problem Management Functions.
* Ensuring compliance with departmental policies, procedures, and methodology, upholding ISO9001, ISO27001, and ISO20000 certification.
* Overseeing day-to-day process execution and acting as SME for the Problem Management process.
* Developing, agreeing, and maintaining a Service Transition Plan.
* Ensuring all Service Transition criteria are met or exceeded.

How Do I Operate?

# Autonomy:

* Works under broad direction.
* Work is often self-initiated.
* Fully responsible for meeting allocated technical and/or group objectives.
* Analyses, designs, plans, executes, and evaluates work to time, cost, and quality targets.
* Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

# Influence:

* Influences suppliers, partners, and peers on the contribution of own specialism.
* Makes decisions impacting the success of assigned work (results, deadlines, budget).
* Leads user/customer and group collaboration throughout all stages of work.
* Ensures users’ needs are met consistently through each work stage.
* Builds effective business relationships across Turning Point and with customers, suppliers, and partners.
* Creates and supports collaborative ways of working across group/area of responsibility.
* Facilitates collaboration between stakeholders with diverse objectives.

# Complexity:

* Undertakes work requiring the application of fundamental principles in unpredictable contexts.
* Engages and coordinates with subject matter experts to resolve complex issues related to customer/organisational requirements.
* Understands relationships between own specialism and customer/organisational requirements.

# Business Skills:

* Demonstrates leadership in service transition & problem operational management.
* Analyses requirements and advises on scope and options for continual operational improvement.
* Assesses and evaluates risk.
* Creatively applies innovative thinking and design practices to deliver customer/stakeholder value.
* Clearly demonstrates impactful communication skills (oral, written, presentation) in formal and informal settings.
* Proactively contributes to the implementation of appropriate working practices and culture (security, privacy, ethics).
* Proven experience in ICT service design, including the development and implementation of service design structures,  support wraps service design definition documentation

## Knowledge:

* Fully familiar with recognised industry bodies of knowledge (generic and specific), business, and suppliers.
* Develops breadth of knowledge across the industry/business and applies it to define standards others will follow.

What Do I Do?

## Service Transition & Acceptance:

* Develops Turning Points approach for service acceptance, owns the transition process, and defines acceptance criteria.
* Promotes and monitors project quality outputs to ensure fitness for purpose and operational use.
* Actively engages stakeholders to promote awareness/compliance with service transition quality plans/processes.
* Agrees service acceptance criteria with delivery teams.
* Develops and implements a standard Service Introduction Process for high-quality IT service introduction methodology.
* Accepts services into production to appropriate quality levels.
* Ensures stakeholders remain appraised of Service Transition progress, issues, risks, and achievements.
* Manages, tracks, and controls criteria for Service Transition activities, consulting service delivery/support teams.
* Collates feedback on transition effectiveness for continuous improvement.
* Carries out Service Design impact assessments for new IT solutions.
* Provides clear plans enabling projects to align activities with service introduction plans.
* Records, justifies, evaluates, authorises, prioritises, plans, tests, implements, and documents Service Transition activities.

## Problem Management:

* Ensures appropriate action is taken to anticipate, investigate, and resolve system/service problems.
* Documents problems within relevant reporting systems and enables development of solutions.
* Coordinates implementation of remedies and preventative measures.
* Analyses patterns/trends and improves problem management processes.
* Initiates actions to investigate patterns/trends, consulting specialists where required.
* Implements proactive problem management mechanisms by analysing historical data to eliminate potential incidents.
* Schedules/chairs problem reviews and delivers regular reports for Management Information.
* Maintains the Known Error Database and ensures Service Desk benefits from known workarounds.

## Measurement/Reporting & Quality Assurance:

* Establishes measurement objectives/scope for functions, teams, and projects.
* Plans/implements improvements to measurement capability and advises on effective use of measures.
* Selects context-appropriate measures and reviews data collection/storage mechanisms.
* Contributes to organisational policies, standards, and guidelines for measurement.
* Plans, organises, and conducts assessment activity to determine quality control application.
* Conducts formal assessments/reviews for domain areas, suppliers, or parts of the supply chain.
* Collates, collects, and examines records, analyses evidence, and drafts compliance reports.
* Determines risks associated with findings/non-compliance and proposes corrective actions.
* Provides advice/guidance on organisational standards.

## Continuous Improvement:

* Identifies continuous improvement opportunities and implements improvements.
* Ensures knowledge transfer, articles, and Service Support Documentation are completed and approved.
* Drives quality improvements through Continual Service Improvement.
* Enables best practice development and delivery at local levels.

## Governance & Compliance:

* Attends and contributes to project/programme boards and steering groups.
* Carries out impact, evaluation, and risk assessments of new projects from a service management perspective.
* Ensures policies, processes, and procedures protect the live operational environment.
* Identifies/manages operational risks from project scope changes and ensures service readiness activities for go-live.