SERVICE PORTFOLIO MANAGEMENT

ITIL Lifecycle Poster – Service Strategy - Process Summary

NISSEN-ITSM

PURPOSE

- Ensure that the service provider has the right mix of services to balance the investment in IT with the ability to meet business outcomes.
- Track the investment in services throughout their lifecycle to ensure that the appropriate returns are being achieved.
- Ensure that services are clearly defined and linked to the achievement of business outcomes.
- Ensure that all design, transition and operation activities are aligned to the value of the services.

TRIGGERS

- A new strategy has been devised, or an existing strategy is being changed.
- Business relationship management receives a request for a new service or a change to an existing service.
- Service improvement opportunities from CSI.
- Feedback from design, build and transition teams to indicate the status of the service during the charter stage of the process. (If these reports indicate a deviation from the specifications, cost or release time, service portfolio management will be involved in estimating the impact of this, and defining corrective action).
- Service level management reviews that identify a service is not meeting its expected outcomes or that it is not being used in the way it was intended.
- Financial management for IT services indicates that a service costs significantly more or less than anticipated, thus impacting the potential return on investment for that service.

INPUTS

- Strategy plans
- Service improvement opportunities
- Financial reports
- Requests, suggestions or complaints from the business
- Project updates for services in the charter stage of the process
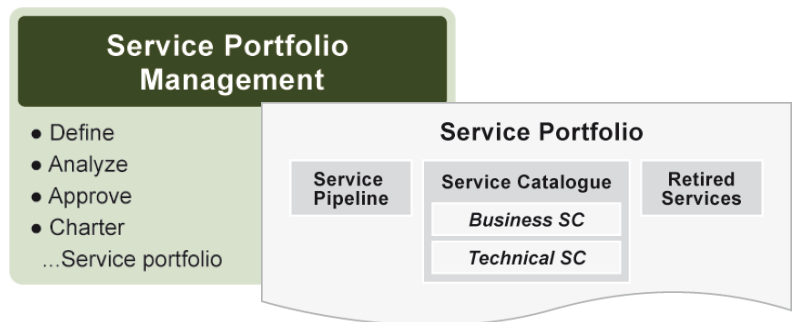
OUTPUTS

- Up-to-date service portfolio.
- Service charters that authorize the work for designing and building new services or changes to existing services
- Reports on the status of new or changed services
- Reports on the investment made in services in the service portfolio and ROI

KEY TERMS

SERVICE PORTFOLIO - *The complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services.*