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| NZ Govt Logo | Service Aggregation Services Service Framework: Managed Services: Service Integration, Aggregation and Management: Service Aggregation Services | Company logo |

**Service Definition**

Service Aggregation is the task of brokering a number of services to have single view across those services and its components that may be provisioned across multiple suppliers.

The role of a Service Aggregator therefore is to ensure that the services and its components function in a cohesive and unified manner. Service Aggregators are responsible for the assurance of operational delivery of those services including performance, integration and consolidation. They are also required to ensure that their service management process is continuously improved to provide operational efficiencies and effectiveness to Participating agencies.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Service Aggregation Services Available** (tick all that apply):

Creation and maintenance of end-to-end business outcomes/processes maps

Periodic third-party performance monitoring and reporting

Account management, including the overall co-ordination of support and project activities

Service reporting including the delivery of performance reports across all suppliers of service

Operation of agency provided tools to manage aggregated services

Includes industry-aligned tools to be integrated with agency systems and which provide pro-active management of integrated services

Production and maintenance of a service catalogue containing accurate information on all operational services (e.g. business impact, communications, team design)

Coordination of service management activities across the integrated third parties (e.g. design, transition, operation)

Support for the creation, management and periodic review of third party service provider agreements

Integrated software license monitoring

Service performance management

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| Other service aggregation services | Please identify any other relevant service aggregation services available which are not included above. |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Experience in providing Service Aggregation Services for end to end services** (tick all that apply):

Simple business and enterprise (1-3 component service providers)

Medium business and enterprise (3-5 component service providers))

Complex business and enterprise (5+ component service providers)

**Infrastructure Environment Experience for this Service** (tick all that apply):

Private cloud (exclusively used by a single organisation comprising multiple consumers, for example, business units)

Community cloud (exclusively used by a specific community of consumers from organisations that have shared concerns)

Public cloud (public provider; however, may be owned, managed and operated by a business, academic or government organisation or a combination of these)

Hybrid cloud (composition of two or more distinct cloud infrastructures, such as private and public community, that remain unique entities but are bound together by standardised or proprietary technology that enables data and application portability)

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| Delivered from within SaaS offering(s) | Please provide information (optional). |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |