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

**Service Definition**

Service Management Services provide a single point of contact for users to engage a Service Provider for the management and resolution of Incidents and fulfilment of Service Requests. In an increasingly multi-sourcing and cloud-based environment the Service Management Services manage interfaces to external supplier services. This includes the people, processes, and tools required to deliver the services.

**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 Management Services Available** (tick all that apply):

End user support

Infrastructure support

Cloud services

Standard applications (Microsoft)

Bespoke applications

3rd party applications

Networking and communications

Corporate services (non-IT related)

Coordination with Field Support when onsite support is required

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

**Integration with Agency Workflow Management Tools**

ServiceNow

☐ BMC (Remedy)

☐ Axios (Assyst)

Atlassian (JIRA Service Desk)

☐ CA Service Management

☐ Ivanti Service Manager

Cherwell Service Management

Agency or 3rd party provided toolset

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| Other | Please specify |

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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. |
| 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 |