

# Role definition

Job title:	Service Delivery Manager (Infrastructure & Applications)		
Initial reporting line:	Head of IT Operations		
Direct reports:	N/A		
Business unit:	Shared Services (Group)	Location:	Rugby

## Summary

The dimensions of the Service Delivery Manager (Infrastructure & Applications) role are:

- Management of our infrastructure and business systems suppliers
- Open incidents management and service level compliance
- Root cause analysis following systems downtime or performance issues.
- Proactive problem management
- Identifying and capturing 3<sup>rd</sup> line CSIP activities
- Ensure 3<sup>rd</sup> line teams adhere to incident management processes to ensure a great customer experience.
- Lead on service transition activities for projects going live in to production
- Manage the change process and its compliance
- Coordinate supplier resolution activity in response to major incidents
- Ownership of the DR Plan and annual testing activities
- Capacity planning
- Support the infrastructure project activities as required
- Own the Shared Services Document Library, knowledgebase and its maintenance
- Provide cover for the Group Service Delivery Manager as required
- Service reporting

The role requires a highly customer focussed approach with the business and collaborative approach across the IT community

## Key objectives *(4 maximum)*

- Monitor and support the effectiveness of the 3<sup>rd</sup> line incident management.
- Drive increased reliability of services through focus on ops manual, maintenance schedules and adherence to change control
- Establish and drive root cause analysis activities for all services to drive improvement of our infrastructure environment.
- Delivery of Disaster Recovery plan and annual testing and compliance

## Principal responsibilities and accountabilities

- Manage the ongoing performance of our Infrastructure and applications suppliers
- Deliver a joined up support operation that sees our 3<sup>rd</sup> line teams and partners working seamlessly with 1<sup>st</sup> and 2<sup>nd</sup> line teams through process, skills and technology improvements.
- Own Root Cause Analysis investigations on all infrastructure and systems outages. See through recommendations to acceptable conclusion through coordination of suppliers and activity
- Provide proactive trend analysis
- Support the change process by ensuring all infrastructure and systems changes are weighed against impact and communicated effectively.
- Support service transition activities by ensuring 3<sup>rd</sup> line teams and infrastructure partners are adequately skilled up to support new systems and that the relevant documentation is created and maintained.
- Ensure adherence to the incident, problem and change management processes by suppliers
- Deliver and maintain an electronic operations manual
- Oversee on-boarding of monitoring service and lead on future tuning activity
- Maintain a professional NOC environment in Rugby
- Provide management of our external infrastructure and business applications service supplier relationships with a view to maximising efficiency, value and customer experience.
- Support the IS continual improvement programme on the ground to ensure we deliver operational effectiveness and efficiency
- Manage the performance of our service partners through regular service reviews, customer feedback and direct measurement of performance against defined SLAs
- Manage stakeholder expectation
- Ensure adherence to the service standards and shared service processes.
- Major incident management and stakeholder communication
- Ensure that there are credible Disaster Recovery plans that are tested appropriately.

## Person specification

### Qualifications and training

- A minimum of 5 years' experience in a customer facing IT technical or support role.
- Experience of delivering service improvement initiatives in a number of businesses
- ITIL accredited

### Key Contacts

- Heads of Shared Services
- Infrastructure and Application Service Delivery Managers
- Morgan Sindall Technical Teams

### Technical skills and experience

- Background in an IS customer facing role, ideally; infrastructure (Server / Network) support.
- Experience in multiple organisations going through similar operational change
- Excellent stakeholder manager and able to communicate at all levels
- A good understanding of Service Delivery principles (ITIL) and experience of delivering this through a combination of internal and external suppliers
- Proven track record in coordinating suppliers and internal teams to achieve service goals.
- Excellent communicator with an aptitude to communicate at both a technical and business level, with a particular aptitude to explain technical solutions in business terms
- An infrastructure background would be advantageous