Athabasca University

Information Technology Service Management Procedure			
Parent Policy	Information Technology Service Orientation Policy		
Policy Sponsor	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	**Category**	Administrative
Policy Contact	Deputy CIO	**Effective Date**	December 12, 2019
Procedure Contact	Deputy CIO	**Review Date**	December 12, 2024

1. Purpose

This procedure outlines key processes associated with service orientation and management of IT services within the University. Information Technology maintains a catalog of services to be provided in response to business needs and the achievement of business outcomes.

2. Scope

Key services include responding to change requests associated with the University's digital environment and regular evaluation of how services are supporting online learning objectives.

3. Definitions

Change Request or Request for Change (RFC)	The objective of change management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents and to improve day-to-day operations.
Product Squad Owner	The Product Squad Owner is responsible to the business stakeholders for the product squad leadership of IT personnel providing initiation, transition and ongoing maintenance and support of a particular service.
Service	A means of delivering value to stakeholder by facilitating outcomes stakeholder wants to achieve.
Service Catalogue	A data set with information about all live IT Services, including those available for deployment.

Service Change	The addition, modification or removal of authorized, planned or supported service or service component and its associated documentation.
Service Level Agreement (SLA)	Describes IT Service, documents service level targets and specific responsibilities of IT Service providers and their stakeholders.
Service Level Management	Service Level Management is the process responsible for negotiating service level agreements (SLAs), ensuring the SLAs are met, and ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. This process further monitors and reports on service levels and holds regular stakeholder reviews.
Service Management	Service Management is a set of specialized organizational capabilities for providing value to stakeholders in the form of service.
Standard Operating Procedure (SOP)	A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often inform the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis.

4. Guiding Principles

4.1. Enter into service level agreements between IT and a customer that describes the provision of an IT service, service level targets, and IT and customer responsibilities.

4.2. Permanent Service Advisory Groups (SAGs) monitor and prioritize their respective resource allocations to deliver approved RFCs under their purview. Internal subject matter experts are consulted as required. Should an RFC crosses a control threshold (see Request for Change Investment Process Controls) it is halted and re-directed to the Digital Initiative Investment Process.

4.3. There are three service programs and corresponding SAGs in place:

a. Teaching & Learning Success (TLS) SAG: TLS focuses on RFCs related to pedagogical and student service use cases;

b. Research & Development Success (RDS) SAG: RDS focuses on RFCs related to research and development use cases; and

c. Athabasca University Success (AUS) SAG: AUS focuses on RFCs related to administrative use cases. Service Advisory Group (SAG):

4.4. Each SAG evaluates, prioritizes, and co-ordinates development of RFCs within its purview. This includes:

a. Each SAG evaluates the criticality and value of submissions and if approved prioritizes them and coordinates their development and delivery.

b. As an RFC is being executed its resource usage is monitored and should it exceed RFC control thresholds.

4.5. Within responsibilities for Digital Governance oversight, the Director of Digital Experience and Governance will validate RFC completeness and that the investment meets discretionary investment criteria including:

a. Investments to implement a new business service or system;

b. Investments that propose the replacement of an existing business service or system;

c. Investments that propose the customization of a business service or system.

4.6. The change process is triggered upon submission of a Request for Change Form (RFC). An RFC is a formal request to make a minor change to an existing system or service in production. RFCs are completed by the requestor, who is typically a member of the business unit or the owner of the business process dependent on the system targeted by the RFC.

4.7. The Deputy CIO ensures the underlying IT infrastructure is in place to support project requirements and that operational staff have the necessary skills, tools, and capacity to monitor and maintain the new service based on its agreed SLA once it has been deployed into production

a. The Service Design Package is managed by the Deputy CIO for use of all Product Squad Owners,

b. Service Monitoring Report is created and maintained in the university Service Management System, Service Now.

c. Service-level agreement template is owned and periodically revised by the Deputy CIO. Product Squad Owners are accountable to work with the members of their squad to set the appropriate thresholds of time, resources, and costs for the SLAs applicable to their product squad.

4.8. The University adopted a Service Management System to clearly demonstrate and monitor that all services are appropriately funded, resourced, and reviewed to determine ongoing business value

4.9. Service management decision processes will be supplemented by more detailed, internal processes and reported on in the Digital Governance Committee.

5. Applicable Legislation and Regulations
None applicable

6. Related Procedures/Documents
Digital Governance Control Framework – Governing Policy
Project Management Framework for AU
Alberta Association in Higher Education for Information Technology's ITM Control Framework

NOTE: The subject matter and scope of this procedure are also supported by internal-use only Standard Operating Procedures.

History

Date	Action
December 12, 2019	Executive Team (Policy Approved)