

IT Service Delivery Manager Job Description

Our innovative and growing company is hiring for an IT service delivery manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for IT service delivery manager

- Lead the annual continuous improvement for IT sourcing agreements with Service Providers
- Accountable for metric/performance reporting approach
- Accountable around all aspects of Service Provider Performance Management, including escalation and SLA management
- Conducts cost/benefit analysis and identifies value leakage with Service Providers
- Provides consistent monitoring & reporting across Service Providers
- Implements common tooling to integrate processes and data transparency across all service providers
- Provides proactive guidance and advanced training to the BPT service delivery teams on governance processes
- To collaborate on Global IT Projects roll-outs
- Participate in the development of service level agreements and in the ongoing management of service level compliance and operational performance reporting
- Responsible for recruitment, development and retention of Service Desk and Desktop Services staff

Qualifications for IT service delivery manager

- Hands-on experience with PC configuration, printers
- Master's degree or equivalent desired
- Build and maintain customer and supplier relationships both internally and externally. Conduct customer and supplier service review meetings covering performance, service improvements, quality and processes
- Act as the second internal line of business escalations relating to IT service
- The Service Desk is a six days per week operation, as such the Service Delivery Manager will be expected to provide on-call cover Monday – Saturday
- Play a key part in any RFP processes with potential new suppliers

Itil Service Delivery Manager Jobs

Pelle Rastock



Itil Service Delivery Manager Jobs:

The ITIL Process Manual James Persse, 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program **Application Management**

Frank Keuper, Christian Oecking, Andreas Degenhardt, 2011-02-03 A number of eminent authors take a look at aspects of application management from a range of practical and theoretical perspectives and present possible solutions for current challenges demonstrating the close links between service creation and service management **The Health Service Journal** , 2008 Innovation in Sustainable Management and Entrepreneurship Gabriela Prostean, Juan José Lavios Villahoz, Laura Brancu, Gyula Bakacsi, 2020-05-29 This book analyses state of the art techniques in business process management as drivers of advanced entrepreneurship financial management supply chain management and sustainability management The role of management in a rapidly changing environment and the use of innovative methods and techniques to address and solve key management problems are also explored **Business World** , 2007-10 *Building Effective Cybersecurity Programs* Tari Schreider, SSCP, CISM, C|CISO, ITIL Foundation, 2017-10-20 You know by now that your company could not survive without the Internet Not in today s market You are either part of the digital economy or reliant upon it With critical information assets at risk your company requires a state of the art cybersecurity program But how do you achieve the best possible program Tari Schreider in *Building Effective Cybersecurity Programs A Security Manager s Handbook* lays out the step by step roadmap to follow as you build or enhance your cybersecurity program Over 30 years Tari Schreider has designed and implemented cybersecurity programs throughout the world helping hundreds of companies like yours Building on that experience he has created a clear roadmap that will allow the process to go more smoothly for you *Building Effective Cybersecurity Programs A Security Manager s Handbook* is organized around the six main steps on the roadmap that will put your cybersecurity program in place Design a Cybersecurity Program Establish a Foundation of Governance Build a Threat Vulnerability Detection and Intelligence Capability Build a Cyber Risk Management Capability Implement a Defense in Depth Strategy Apply Service Management to Cybersecurity Programs Because Schreider has researched and analyzed over 150 cybersecurity architectures frameworks and models he has saved you hundreds of hours of research He sets you up for success by talking to you directly as a friend and colleague using practical examples His book helps you to Identify the proper cybersecurity program roles and responsibilities Classify assets and identify vulnerabilities

Define an effective cybersecurity governance foundation Evaluate the top governance frameworks and models Automate your governance program to make it more effective Integrate security into your application development process Apply defense in depth as a multi dimensional strategy Implement a service management approach to implementing countermeasures With this handbook you can move forward confidently trusting that Schreider is recommending the best components of a cybersecurity program for you In addition the book provides hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies

Microsoft Private Cloud Computing Aidan Finn,Hans Vredevoort,Patrick Lownds,Damian Flynn,2012-06-13 Learn the foundation of cloud computing and how to build your own Microsoft private cloud Written by a team of expert authors who are MVPs and leaders in their respective fields this one of a kind book is an essential resource for IT administrators who are responsible for implementing and managing a cloud infrastructure You ll quickly learn how cloud computing offers significant cost savings while also providing new levels of speed and agility Serving as a how to guide Microsoft Private Cloud Computing walks you through building a secure internal cloud and delivering it as a service to your company using Microsoft Windows Server Hyper V and Microsoft System Center Virtual Machine Manager 2012 Walks you through the entire process understanding cloud computing understanding the Microsoft concept of a private cloud deploying a private cloud fabric deploying services and building a private cloud as well as integrating it with Microsoft s public cloud to create a cross premises or public cloud Discusses fabric management with System Center Virtual Machine Manager VMM 2012 Examines how to provide network and storage with VMM 2012 Looks at the VMM library configuration Discusses private cloud and cloud service management with Microsoft App Controller Microsoft Private Cloud Computing is a must have comprehensive resource that covers all aspects of implementing a private cloud

Digital Forensics Processing and Procedures David Lilburn Watson,Andrew Jones,2013-08-30 This is the first digital forensics book that covers the complete lifecycle of digital evidence and the chain of custody This comprehensive handbook includes international procedures best practices compliance and a companion web site with downloadable forms Written by world renowned digital forensics experts this book is a must for any digital forensics lab It provides anyone who handles digital evidence with a guide to proper procedure throughout the chain of custody from incident response through analysis in the lab A step by step guide to designing building and using a digital forensics lab A comprehensive guide for all roles in a digital forensics laboratory Based on international standards and certifications

IT Service Management - Global Best Practices, Volume 1 ,2008-04-22 A very practical publication that contains the knowledge of a large number of experts from all over the world Being independent from specific frameworks and selected by a large board of experts the contributions offer the best practical guidance on the daily issues of the IT manager

Boot Sequence: Strategies to Guide Your Career in Information Technology Sean Anderson,2015-02-25 How do you figure out where within the world of IT you ll be at home How do you approach a job search right out of school versus midway through

your career How do you stay educated and curious How do you maintain momentum when you feel like you might stall You no longer need to lose sleep over any of this In Boot Sequence you will learn how to Find career peace of mind by having a concrete plan Finally move your career forward by getting a sense of the soft and hard skills you need to master Move up on the professional ladder by striking the balance between competency and character Feel secure in your decisions by learning how to differentiate between a good thing and being stuck Feel valued personally and financially by garnering respect from peers and supervisors Whether you re just starting your IT career or are an experienced professional looking to pivot this book will give you the advice between the lines With chapters covering from certifications to how to find a mentor or be true to yourself you ll easily find the path to career success with the help of this guide **Computerworld** ,2002-10-07 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *The Army Communicator* ,2007 **India Today** ,2008 People Management ,2009 **Financial Mail** ,2006-09 **Contemporary IT Service Delivery in Enterprise** Prafull Verma,Kalyan Kumar,Jagadeshwar Gattu,2019-06-07 With radical change in the technology landscape in every enterprise the inherent IT services embedded in anything and everything that happens in the business a rapid shift is required to manage and deliver IT services While legacy systems continue to function and need to be managed by traditional methods a forward thinking approach is required to manage delivery of services for emerging technologies This handbook is targeted at service delivery managers in the service provider organization but would also be very useful to internal service managers provided they think of enterprise IT service consumers as customers It would also greatly benefit IT generalists who may not be directly managing the delivery of services but contributing to or want to understand the subject **Service Delivery 161 Success Secrets - 161 Most Asked Questions on Service Delivery - What You Need to Know** Rita Larsen,2013-07 There has never been a Service Delivery manual like this Service Delivery 161 Success Secrets is not about the ins and outs of Service Delivery Instead it answers the top 161 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Service Delivery best practice and standards details Instead it introduces everything you want to know to be successful with Service Delivery A quick look inside of the subjects covered Process Service Catalog Management Functional Specification Do My IT People Need to Be ITIL Certified ITIL and IT Service Management IT Services Service Based SLA Template Process Service Level Management Important Facts About IT Governance ITIL PPT File The Best Way to Creating ITIL Presentations Service Level Management ITIL Application Integration ITIL Management Release ITIL Made Easy Sample Questions of ITIL Foundation IT Service Management An Introduction based on ITIL How ITIL software asset management can benefit you The ITIL Prince2 Combination Integration

means Improved Organizational Performance The Scope of ITIL Best Practices All About ITIL Foundation Certificate in IT Service Management How does ITIL help The Service Management of ITIL Features of Any Standard ITIL Service Delivery Case Specialist Training The ITIL Capacity Process ISO 20000 Uptake Gaining momentum ISO 20000 ITIL Book A Short Description of ITIL History The Best Way to Define ITIL Understanding the ITIL Concepts and Terminologies Learning ITIL through Poster IT Services Catalog Maintenance and Improvement ITIL Capacity Management Towards Provision of Consistent Levels of Service ITIL Overview IT Service Management Service Catalog Vision of Responsive Leadership What Good it is to Practice IT ITIL Management Service IT Services Service Agreements Processes Service Level Management Supplier Management IT Governance And Management Finding The Right Strategy What is Best Practice What is ITIL methodology ITIL Model Is ITIL for IT Organisations Only ITIL compliance supports goals Understanding the Business Role of IT Management What is ISO 20000 ITIL Service Delivery Free Download ITIL Standard IT Infrastructure Library ITIL ITIL Jobs What Employees And Jobseekers Should Know ITIL Guide ITIL Courses ITIL CD Training ITIL Environment How to Employ ITIL Principles to Improve your IT Organization ITIL ITIL Service Management Processes can be broken down into 2 and much more *IT Service Management* Ernest Brewster,Richard Griffiths,Aidan Lawes,John Sansbury,2010-02-24 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT service management An ITIL R Licensed Product *An efficient holistic implementation plan of the ITIL® framework version 3 for SMB* Jochen Höfenstock,2009-11-23 Diploma Thesis from the year 2009 in the subject Computer Science Commercial Information Technology grade 2 Fachhochschule des bfi Wien GmbH Projektmanagement und Informationstechnik language English abstract The IT Infrastructure Library ITIL framework is a defacto standard for a holistic Service Management approach In its third version a five stage lifecycle model provides principles roles processes and functions next to a plurality of information for the history of a service from the cradle to the grave Preceding activities ensure an efficient implementation of ITIL framework for different kinds of management systems used by IT departments or service providers for small and medium sized business SMB This master thesis reviews the corresponding theory of ITIL and organisational change management as well as project management methods necessary for ITIL framework implementation Most small and medium sized businesses rush into the implementation of ITIL framework because an essential analytic planning was not or ineffectually done The dependences and coherences between the Service Strategy Service Design Service Transition Service Operation as well as Continual Service Improvement allege how to efficiently implement the holistic ITIL framework Based on a survey of SMBs experiences and level of organisational maturity this information gets combined and framed in an implementation plan in due consideration of all coherences and dependencies to assure optimum quality of implementation With such a plan SMBs are in a position to generate as much as possible achievement compared with an adequate scale of

effort SMB has also the assurance that only the appropriate parts of ITIL framework are affected for its System or Service Management approach The chain of causation starts with a summary of all five ITIL lifecycle stages and its interfaces next to a survey of SMB s experiences with such a framework and level of organisational maturity It ends with an implementation plan based on the participators statements and adequate project management methods for definition of objectives pinpointing of dependencies object and work breakdown structures and environment analysis My major conclusion of this master thesis is that costs saving characteristics of ITIL framework do not appear by ITIL framework implementation They appear in case of consistent application

TRIM: The Rational IT model Pelle Rastock, 2016-10-02 TRIM is the acronym for The Rational IT Model™ This is a vendor neutral reference model that can be used to adopt IT Service Management as a practice The model originates from the experience of more than fifteen years of IT Service Management implementations and describes the foundations and mechanisms of IT Service Management in such a way that it fits all sizes of organizations TRIM is a complete model for IT service delivery based on the ITIL framework that has been simplified and scaled down to a level that all organizations can handle The model includes all the processes roles templates and procedures that you need to implement IT Service Management as a working and efficient production of IT services that provide value to your organization In addition to all the documents the concept of the model is based on a holistic view with functions escalation paths and governance of the organization making it easy to get your entire organization including suppliers to work together The model is easy to understand and to implement It can be used as the basis for an ISO IEC 20000 certification This means that organizations that have decided to adopt ITIL as a source of best practice still can get benefit from using TRIM as a reference model without changing the aim for ITIL or ISO IEC 20000 The difference is that ITIL is a framework of best practices while TRIM is a reference model designed to be a guidance in connecting roles and organizational parts to functions and processes so that it becomes clearer how everything is connected in the delivery of IT services Since the model is complete managers and consultants can use this book to get a basic understanding for the mechanisms in delivering IT services and as criteria for gap analyses TRIM is community driven by its members whose experience will contribute to the future development of the model The members also consist of tool vendors course providers and consultants who have developed a wide range of TRIM specific tool configurations cloud services courses and workshops to make it easier for organizations to adopt the model

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