

01

Planning

02

Delivery

03

Continuous Improvement

Define objectives

Review the SLA and define the outcomes for both client and service provider.

Plan resources

Allocate resources for build, communication, implementation, and continuous support.

Establish processes and workflows

How will you coordinate meetings and delivery of the product or service?

Define communication norms

How will you communicate with the client? How often, and on via what platforms (chat, email, video meeting etc.)?

Make implementation plan

Define what delivery will look like. Additionally, plan for any education or trainings the client will need to receive as a part of implementation, as well as any potential work stoppages.

Make a problem and incident management plan

Define how the customer will document any issues that arise, and how you will respond to them. Consider ticket resolution tools.

Review and evaluate the relationship

Continually audit the relationship—what is and isn't working? This continual investment is how you live out the service values of your organization.

Makes Good Service Delivery Manager

Lauren Gardner



Makes Good Service Delivery Manager:

Uncover the mysteries within Explore with is enigmatic creation, **Makes Good Service Delivery Manager** . This downloadable ebook, shrouded in suspense, is available in a PDF format (PDF Size: *). Dive into a world of uncertainty and anticipation. Download now to unravel the secrets hidden within the pages.

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