

# Appendix B

## SICTS –Service Improvement Plan

September 2018

V 3.0



# Scope

To consider and address:

- Outputs from workshop with Lewisham and Southwark stakeholders.
- Findings and recommendations in review by Methods.
- Including:
  - Need for Vision, Strategy, Roadmaps, Work plans
  - ICT service performance issues.
  - Leadership, resource and process issues.
  - Assurance of DR capability



# What

## 6 Themes for Improvement Plan:

- Governance & Culture:
  - Decision making, Risk management, Building a collaborative service
- Strategy & Planning:
  - Strategy, Roadmap, Target Operating Model
- Service Excellence:
  - Processes, Technology, Quality
- Resources:
  - Structure, Leadership, Staff, Budgets
- Communications:
  - Reactive, Proactive, Stakeholder engagement
- Security:
  - Compliance, Certification

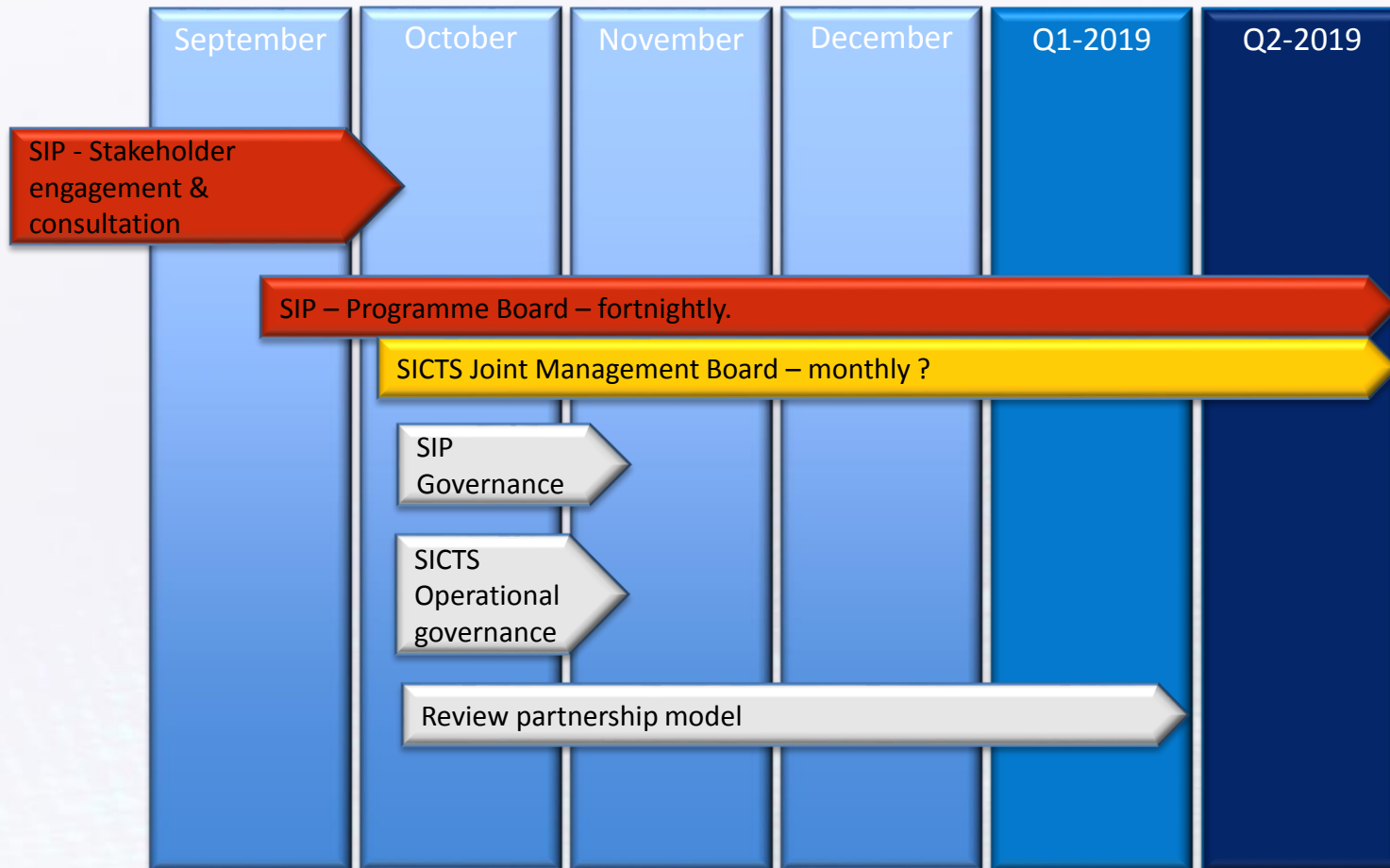


# How

- Additional management & technical resource
- Leverage external & internal resources
- Develop capability and empower existing managers to manage teams
- Collaborative approach to prioritisation and delivery of project work.
- Detailed service improvement plan monitored closely by shared management team (every 2 weeks) and shared management board (monthly)
- Ring-fenced resource for Service Improvement workstreams

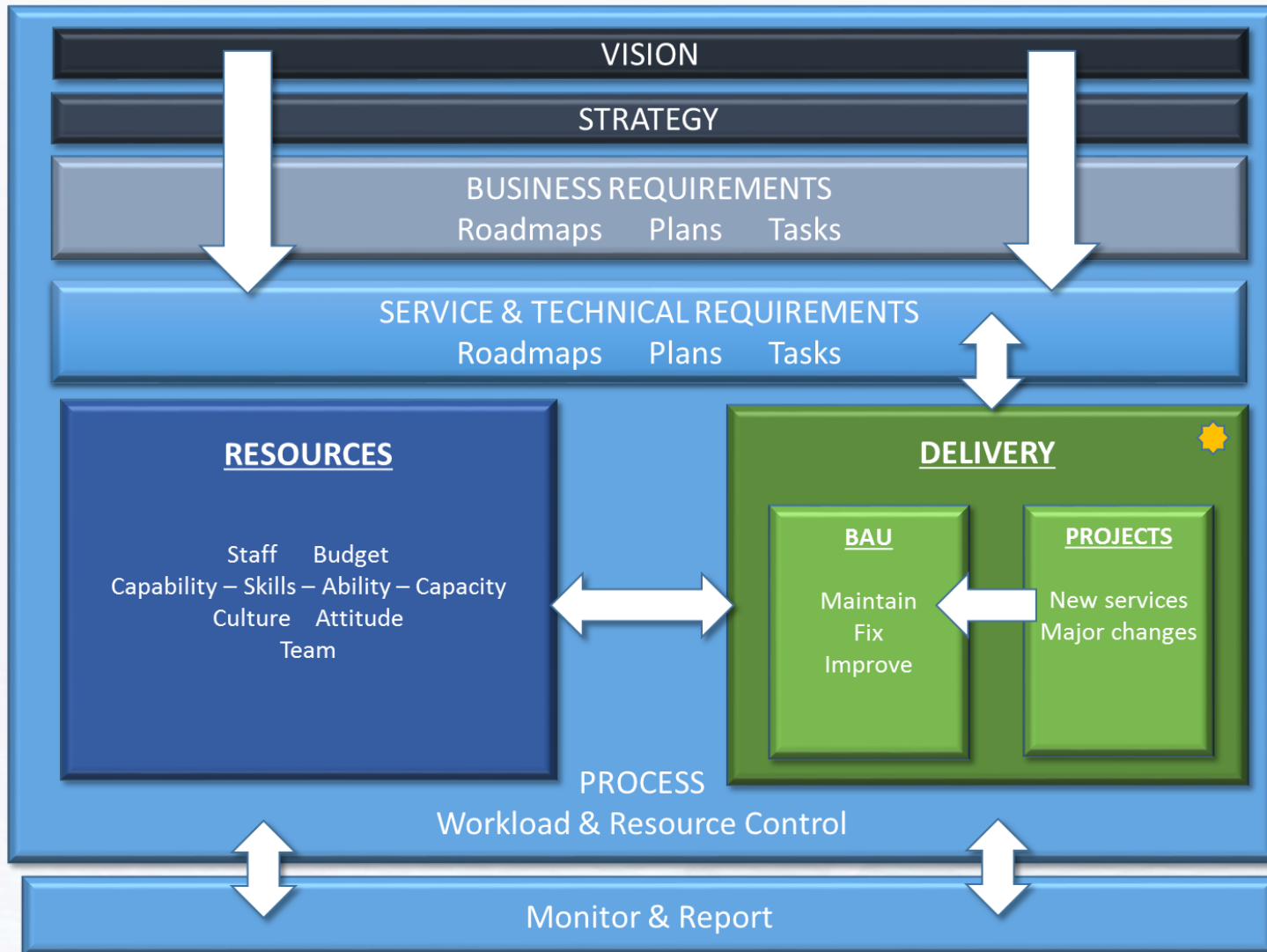


# Governance & Culture

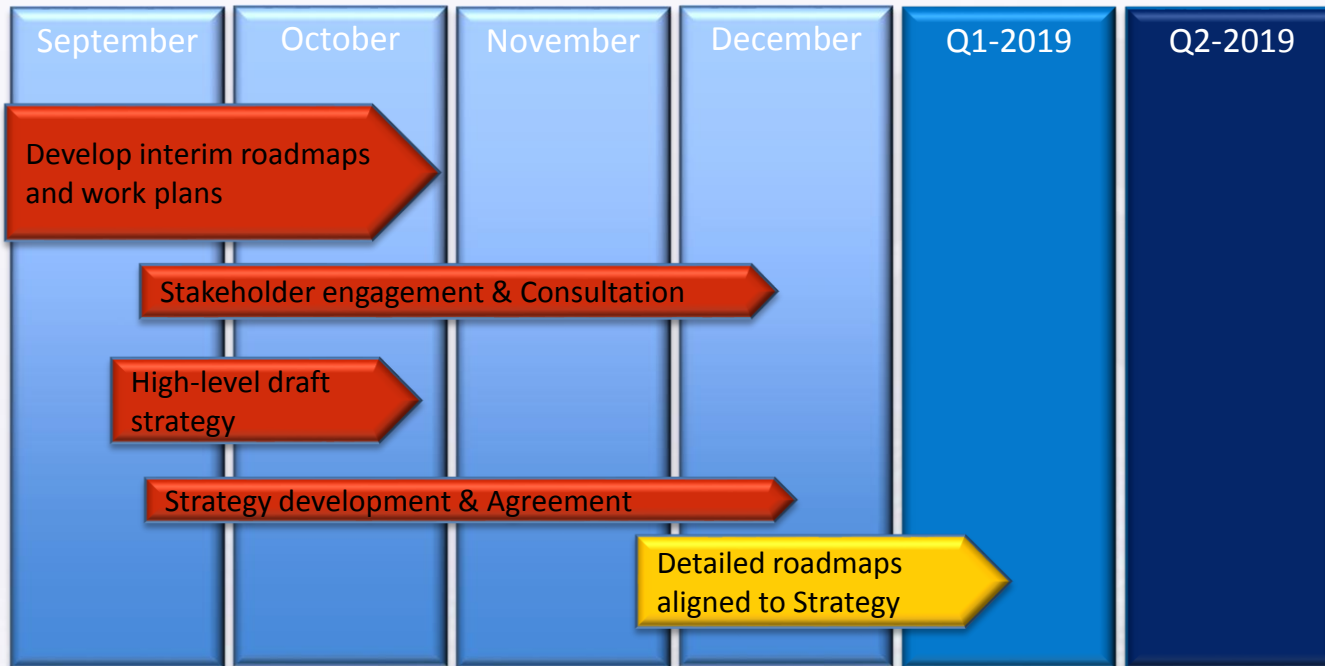


# Strategy & Planning

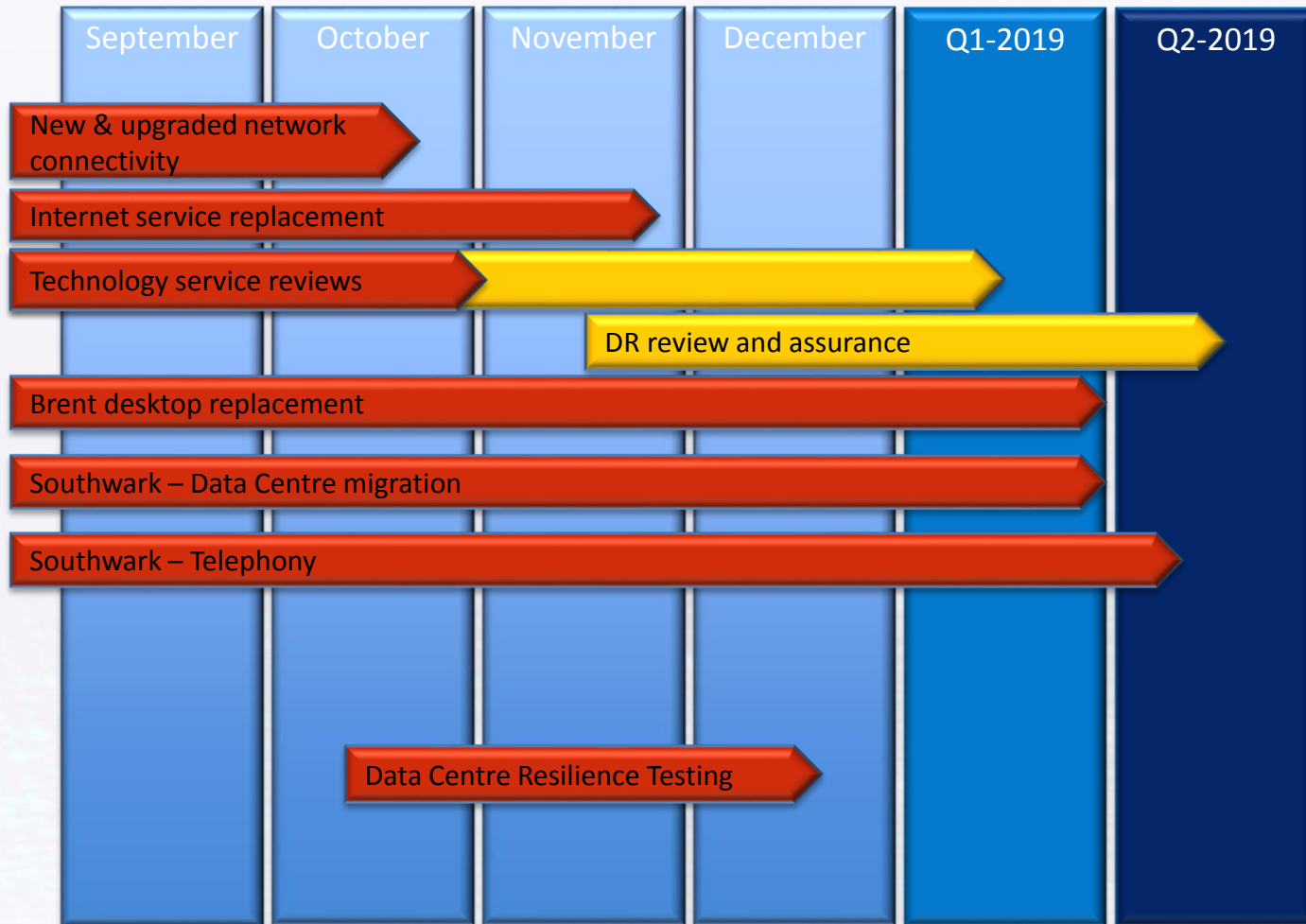
(ICT in a Nutshell)



# Strategy & Planning



# Service Excellence - Technology

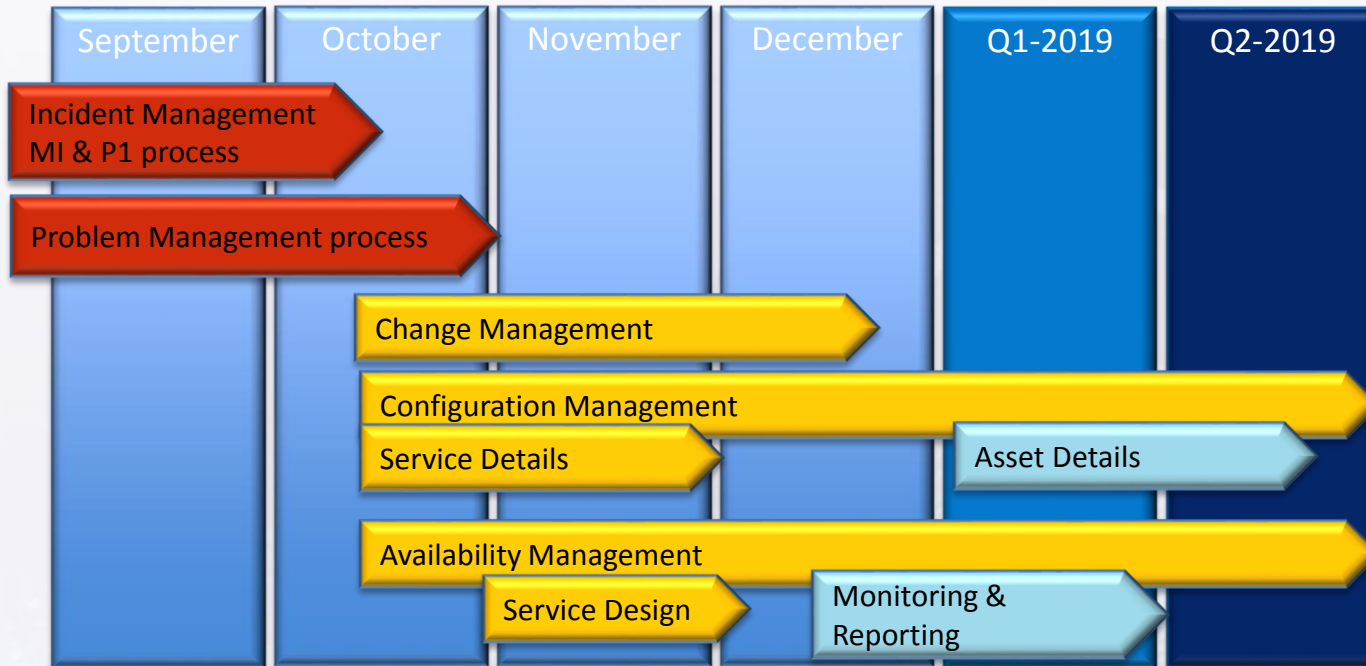


# Service Excellence - Process

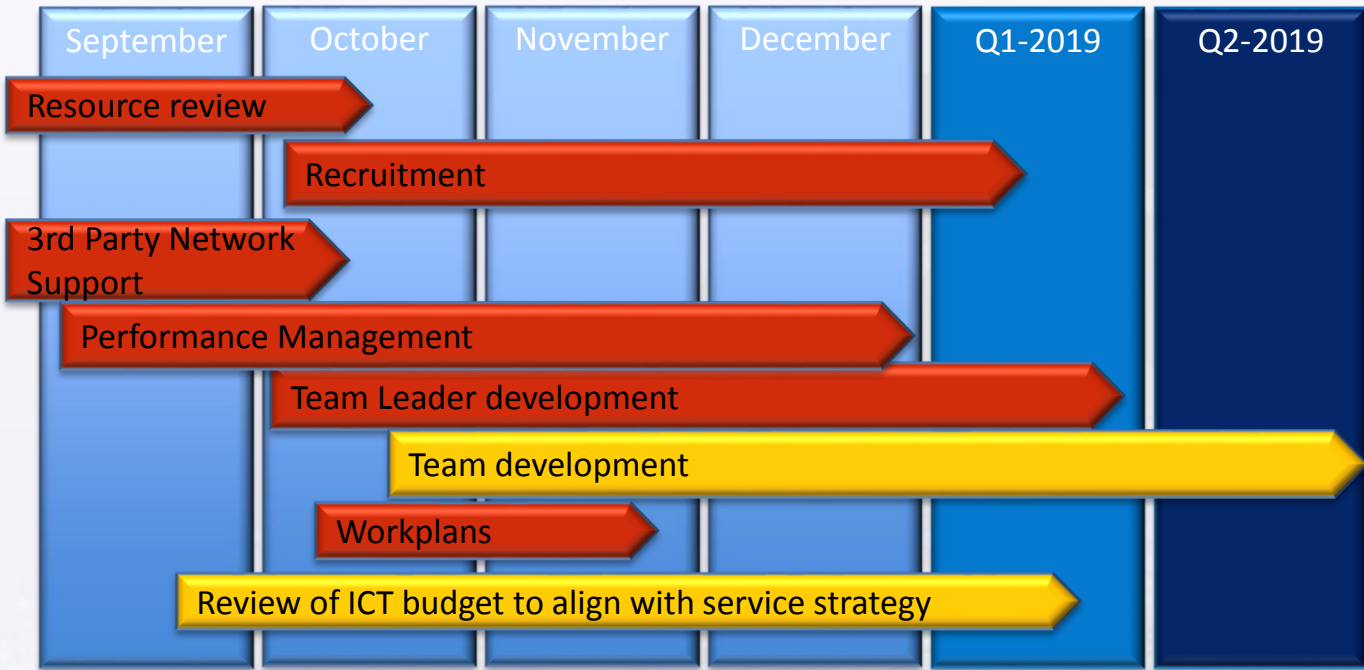
- Systematic adoption of IT service management processes aligned with IT Infrastructure Library (ITIL)
- ITIL =
  - Recognised best practice framework for delivery of ICT services.
  - Contributed to and aligned with the ISO/IEC 20000 Service Management standard
  - Underpins delivery of IT Service / Service quality
  - Aligns Business and ICT



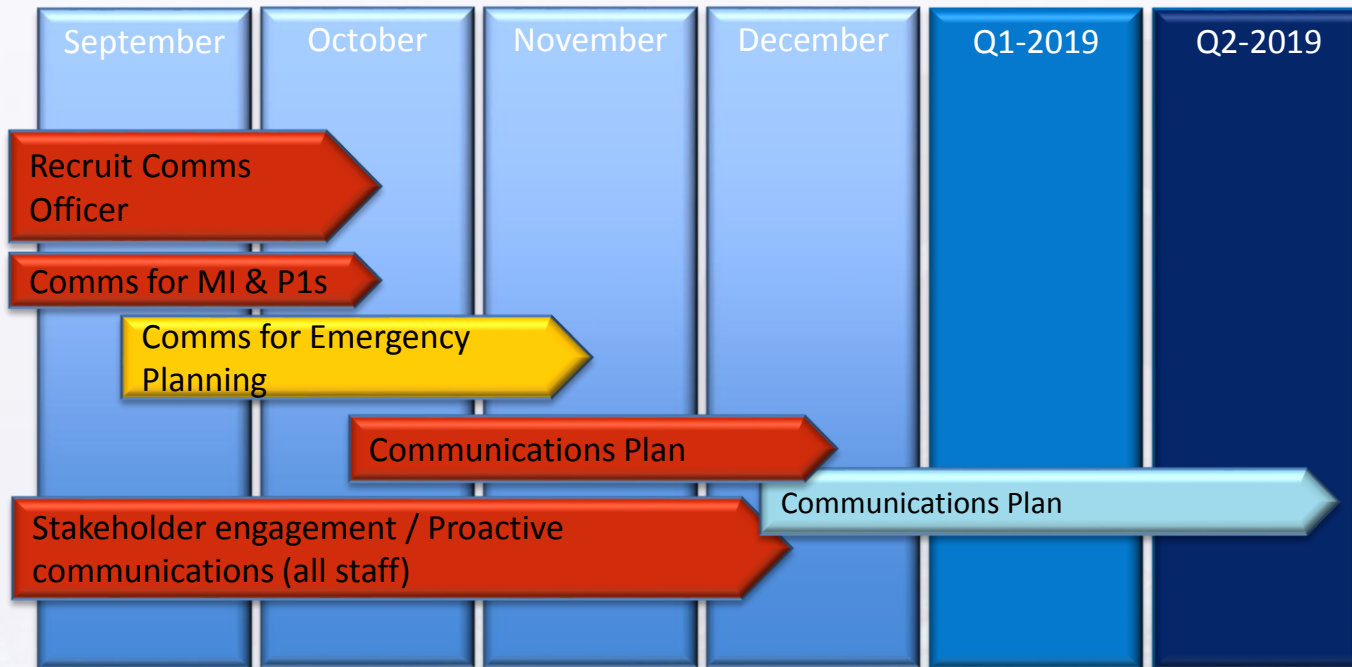
# Service Excellence - Process



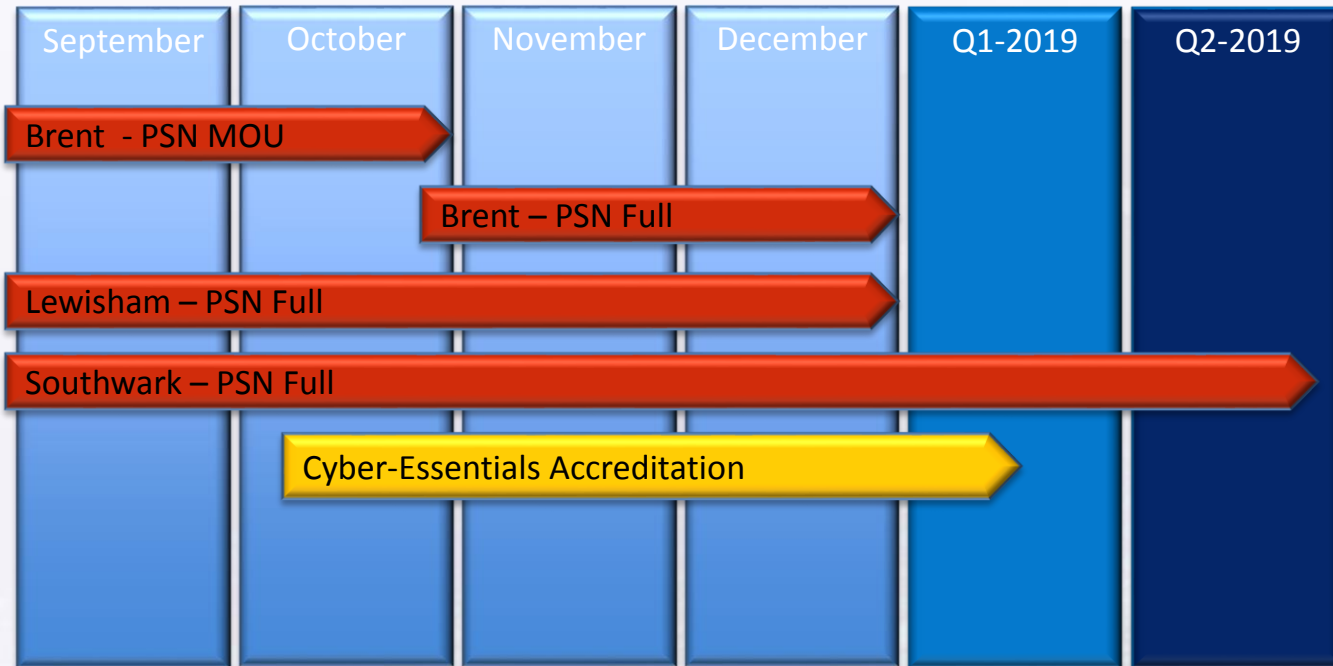
# Resources



# Communications



# Security



# Continual Service Improvement (Iterative Improvement Cycle)

