

Profile

Availability Manager Profile	
	<p>Capability to continuously improve the key performance indicators of the Availability Management process.</p> <p>Detailed knowledge about all service infrastructures used to provide the service(s) which availability the availability manager is responsible for.</p> <p>Capability to translate SLRs into SLOs.</p> <p>Basic understanding of the service management processes.</p> <p>Detailed understanding of the Availability Management procedures.</p> <p>Capability to use the service management application to fulfill the role of availability manager.</p>
Recommendation:	<p>One senior specialist per service or per group.</p> <p>Ideally, this role is performed by persons who also perform the problem manager, capacity manager and continuity planner roles.</p>

Profile

CAB Member Profile	
	<p>For CAB members who represent a (group of) customer(s):</p> <p>Capability to represent a customer organization or a group of individual customers for the services that they have an active SLA for.</p> <p>Capability to define the business requirements of his/her customer(s) for the services that they have an active SLA for.</p> <p>Basic understanding of the Change and Release Management processes.</p> <p>For CAB members who represent the service provider organization:</p> <p>Capability to ensure that the SLOs are met of the SLA(s) for the service(s) for which he/she acts as the service provider.</p> <p>Basic understanding of the Change and Release Management processes.</p>
Recommendation:	<p>All customer representatives and service providers.</p>

Profile

Capacity Manager Profile	
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Capability to continuously improve the [key performance indicators](#) of the Capacity Management process.

Detailed knowledge about all [service infrastructures](#) used to provide the [service\(s\)](#) which capacity the capacity manager is responsible for.

Basic understanding of the service management processes.

Detailed understanding of the Capacity Management procedures.

Capability to use the service management application to fulfill the role of capacity manager.

Recommendation:

One senior specialist per service or per group.

Ideally, this role is performed by persons who also perform the problem manager, availability manager and continuity planner roles.

Profile

Change Coordinator Profile

Experienced in coordinating several [changes](#) or projects at the same time.

Basic understanding of the service management processes.

Detailed understanding of the Change Management work instructions.

Capability to use the service management application to fulfill the role of change coordinator.

Recommendation:

One senior specialist per service or per group.

Profile

Change Manager Profile

Capable of maintaining an overview of all [planned changes](#) and events.

Capable of dealing with conflicting changes and events.

Excellent telephone and written communication skills.

Service-oriented attitude.

Basic understanding of the service management processes.

Detailed understanding of the Change Management work instructions.

Capability to use the service management application to fulfill the role of change manager.

Recommendation: The operations manager.

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Profile

Configuration Manager Profile

In-depth knowledge about the [CIs](#) that he/she maintains the information of.

Perfectionist.

Basic understanding of the service management processes.

Detailed understanding of the Configuration Management procedures.

Capability to use the service management application to fulfill the role of configuration manager.

Recommendation: One specialist per service or per group.

Profile

Continuity Manager Profile

Intermediate knowledge about all [service infrastructures](#) with active [SLAs](#) that stipulate a continuity [objective](#).

Capability to continuously improve the [key performance indicators](#) of the Continuity Management process.

Detailed knowledge about the [continuity manual](#) and how to maintain it.

Aware of the information that a [continuity plan](#) needs to contain, and level of detail in which this information needs to be documented.

Basic understanding of the service management processes.

Detailed understanding of the Continuity Management work instructions.

Capability to use the service management application to take care of the improvement suggestions collected during post-test and post-recovery meetings.

Recommendation: One senior employee with change coordinator experience.

Profile

Continuity Planner Profile	
<p>Detailed knowledge about the service infrastructures that are used to provide the service(s) which continuity plans the continuity planner is responsible for.</p> <p>Meticulous when it comes to preparing and maintaining documentation.</p> <p>Basic understanding of the service management processes.</p> <p>Detailed understanding of the Continuity Plan Maintenance procedure.</p> <p>Knowledgeable about how to create and maintain continuity plans.</p>	
Recommendation:	<p>One senior specialist per service or per group.</p> <p>Ideally, this role is performed by persons who also perform the problem manager, availability manager and capacity manager roles.</p>

Profile

Customer Profile	
<p>Organization or individual with a subscription to a service (i.e. an SLA) of the service provider organization.</p>	

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Profile

Customer Liaison Team Member Profile	
<p>Excellent telephone and written communication skills.</p> <p>Service-oriented attitude.</p> <p>Detailed understanding of the Continuity Management work instructions for customer liaison team members.</p>	
Recommendation:	<p>All service level managers.</p>

Profile

Customer Representative Profile	
<p>Capability to represent a customer organization or a group of individual customers for the services that they have an active SLA for.</p> <p>Capability to define the business requirements of his/her customer(s) for the services that they have an active SLA for.</p> <p>Basic understanding of the service management processes.</p>	
Recommendation:	Department supervisor.

Profile

Group Coordinator Profile	
<p>A member of the group for which he/she distributes the tasks that have been assigned to the group.</p> <p>Capability to evenly distribute the workload of a group amongst its members.</p> <p>Awareness of the specific skills and availability of the individual members that belong to the group to be coordinated.</p> <p>Knowledge about all services provided by the group that he/she is a member of.</p> <p>Basic understanding of the service management processes.</p> <p>Detailed understanding of the work instructions for group coordinators.</p> <p>Capability to use the service management application to fulfill the role of group coordinator.</p>	
Recommendation:	Allow the group coordinator role to be performed by a different member whenever the need arises.

Profile

On-Duty Manager Profile	
<p>Intermediate knowledge about the service infrastructures and the functionality of all services provided by the service provider organization.</p> <p>Experienced in performing the role of service provider.</p> <p>Service-oriented attitude.</p>	

Detailed understanding of the service management processes.

Detailed understanding of how to use the [continuity manual](#).

Capability to use the service management application to obtain support request and Service Level Management information.

Recommendation: Rotate the on-duty manager role among the service providers in such a way that there is always (24 hours a day, 7 days a week) one on-duty manager on duty.

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Profile

Operations Manager Profile

Capability to continuously improve the efficiency and consistency with which [alarms](#) are handled by identifying improvement opportunities, instructing the operators, and enforcing the work instructions for operators.

Intermediate knowledge about all [service infrastructures](#) that are monitored by network and/or system management applications.

Basic understanding of the service management processes.

Detailed understanding of the Alarm Management procedures.

Recommendation: The most senior operator.

Profile

Operator Profile

Intermediate understanding of the [service infrastructures](#) of all [services](#) provided by the service provider organization.

Capability to use the network and system management tools to determine the cause of alarms.

Capability to use the service management application to determine the service that is affected due to the failure of a [CI](#).

Basic understanding of the service management processes.

Detailed understanding of the Alarm Handling procedure.

Capability to use the service management application to register and complete support requests.

Recommendation: A junior specialist.

Profile

Problem Manager Profile

Capability to continuously improve the [key performance indicators](#) of the Problem Management process.

Capable of dealing with conflicting priorities within the group between [analyzing](#) problems and other tasks.

Detailed knowledge about all [service infrastructures](#) used to provide the [service\(s\)](#) for which the problem manager is responsible.

Relentlessly strives for structural improvements rather than quick fixes.

Basic understanding of the service management processes.

Detailed understanding of the Problem Management procedures.

Capability to use the service management application to fulfill the role of problem manager.

Recommendation: One senior specialist per service or per group.

Ideally, this role is performed by persons who also perform the availability manager, capacity manager and continuity planner roles.

Profile

Recovery Support Team Member Profile

Experienced in ordering goods and services for the service provider organization.

Detailed understanding of the Continuity Management work instructions for recovery support team members.

Recommendation: All members of the group that is responsible for administrative support within the service provider organization.

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Profile

Release Administrator Profile	
<p>Capability to use the tools to transfer releases to the test and production environments.</p> <p>Basic understanding of the service management processes.</p> <p>Detailed understanding of the Change Management work instructions for release administrators.</p> <p>Capability to use the service management application to fulfill the role of specialist.</p>	
Recommendation:	A specialist with development experience.

Profile

Release Manager Profile	
<p>Capability to continuously improve the key performance indicators of the Release Management process.</p> <p>Detailed knowledge about all service infrastructures used to provide the service(s) for which he/she acts as the release manager.</p> <p>Capability to understand to some extent the implications of requests to change the level of service or the functionality that a service provides.</p> <p>Excellent written communication skills.</p> <p>Service-oriented attitude.</p> <p>Detailed understanding of the Change and Release Management processes.</p> <p>Capability to use the service management application to fulfill the role of release manager.</p>	
Recommendation:	The service provider or the change coordinator of each service.

Profile

Service Desk Agent Profile	
<p>Intermediate knowledge about all services provided by the service provider organization for which the service desk provides the customer interface.</p> <p>Capability to translate the language of customers into useful technical</p>	

information for the specialists and visa versa.

Excellent telephone and written communication skills.

Service-oriented attitude.

Basic understanding of the service management processes.

Detailed understanding of the Incident Management procedures.

Capability to use the service management application to fulfill the role of service desk agent.

Recommendation:

Dedicated employees; not specialists from other groups who perform temporary 'service desk duty'.

Profile

Service Desk Manager Profile

Capability to continuously improve the [service desk's](#) performance by analyzing its performance, identifying improvement opportunities, instructing the service desk agents, and enforcing the work instructions for service desk agents.

Capable of dealing with conflicting priorities between groups and the service desk.

Intermediate knowledge about all [services](#) provided by the service provider organization for which the service desk provides the customer interface.

Capability to translate the language of customers into useful technical information for the specialists and visa versa.

Excellent telephone and written communication skills.

Service-oriented attitude.

Basic understanding of the service management processes.

Detailed understanding of the Incident Management procedures.

Capability to use the service management application to fulfill the role of service desk agent.

Recommendation:

The most senior service desk agent.

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Profile

Service Level Administrator Profile

Basic understanding of all [services](#) provided by the service provider organization.

Perfectionist.

Basic understanding of the service management processes.

Detailed understanding of the Service Level Management procedures.

Capability to use the service management application to fulfill the role of service level administrator.

Recommendation: Dedicated specialist of the service management group.

Profile

Service Level Manager Profile

Capability to build a relationship with the customer representatives.

Capability to understand to some extent the implications of requests to change the level of [service](#) or the [functionality](#) that a service provides.

Capability to translate the business requirements provided by the customer representatives into [SLR](#) for the service providers.

Capability to negotiate [service level agreements](#).

Capability to produce reports of the actual level of service provided.

Excellent telephone and written communication skills.

Service-oriented attitude.

Basic understanding of the service management processes.

Detailed understanding of the Service Level Management procedures.

Capability to use the service management application to fulfill the role of service level manager.

Recommendation: Senior employee with both customer and specialist experience.

Profile

Service Provider Profile

Capability to ensure that the [SLOs](#) are met of the [SLA\(s\)](#) for the [service\(s\)](#) for which he/she acts as the service provider.

Capability to continuously improve the performance of the group he/she is in charge of, by analyzing its performance, identifying improvement opportunities, instructing its members, and enforcing the work instructions for the different roles performed by its members.

Service-oriented attitude.

Detailed understanding of the service management processes.

Capability to use the service management application to review the performance of the group.

Recommendation: The manager of each group responsible for the delivery and support of one or more services.

Profile

Service Recovery Team Member Profile

Detailed understanding of the Continuity Management work instructions for service recovery team members.

Recommendation: All specialists.

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Profile

Specialist Profile

Trained to support the delivery of one or more [services](#).

Basic understanding of the service management processes.

Detailed understanding of the work instructions for specialists.

Capability to use the service management application to fulfill the role of specialist.

Recommendation: All employees and long-term contractors of the service provider organization who help support one or more services, with the exception of the operators and the service desk agents.

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