

KEY FUNCTIONS

Business Relationship Management

Supports service strategy

- Identifies stakeholders and specify strategic requirements and funding to provide business case for potential opportunities to the IT organization

Facilitates service design

- Validates customer requirements and ensures customer involvement in design activities
- Coordinates service transition
- Coordinates customer involvement in service transition processes and ensures validation of release schedules
- Plans, directs and coordinates the development and distribution of informational material about IT services to agencies
- Communicates the scope, performance metrics, objectives, cost, and roles and responsibilities of services to end use

Supports service operations

- Maintains the business relationships between Central IT and the departments to enable better linkage between IT as a service provider and the customer at the strategic and tactical levels
- Provides the key point of contact for agencies to provide direct support for agency IT operations
- Communicates scheduled outages, updates on major incidents
- Drives continuous service improvement
- Develops, negotiates, maintains and monitors shared service level agreements (SLAs) with agencies
- Reports service performance, facilitates reviews on ability to meet strategic objectives and initiate service improvement plans
- Evaluates and responds to customer satisfaction through service reviews, customer feedback and service level monitoring

Business Analysis

- Pooled group of resources that will be dispatched to different projects on a requested basis
- Provides business and IT analysis in support of project conception, initiation and completion
- Supports requirements gathering from departments, development of customer solutions
- Supports alignment between business and IT and with enterprise IT standards
- Identifies changes to the customer environment that could potentially impact the type, level or utilization of services provided
- Helps preparing business case for change drivers and transformational changes