

## Service Delivery Management

Vandis brings technical insight and understanding, real-world commercial experience, emerging IT management practices and standards, and traditional business management disciplines to create a structured and controlled relationship between technology, teams and the businesses they serve.

The same practices based on ITIL and other emerging IT management practices combined with good business practice can put you in control of the service delivery you receive from both your internal and your external service providers.

The reporting framework for Service Delivery Management needs to reflect and encourage the responsibilities of the team leaders of the various service delivery teams.

Further the reporting framework needs to be consistent with the SLAs and service descriptions negotiated with the clients within your business. A structured process for translation of the service delivery team reporting into business level reporting is key to consistent communication.

In most environments, we need to manage the change process to ensure teams adapt to a new regime and understand and come to terms with being held accountable for their various responsibilities.

Structure and frameworks are combined with our extensive experience leading teams to provide advanced business and technology based services to ensure we not only get the disciplines in place, but work on focussing, supporting and developing the individuals within your company and your service providers who are responsible for achieving your results.

Call to discuss how Vandis can help you to improve your service delivery management outcomes.