ICT Services

Service Management Committee

Terms of Reference

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Contents

1. Abbreviations

COBIT……………………………………………………………Control Objectives for Information and Related Technology

CoM…………………………………………………………….…………………….…Committee(s) of ManCo

ICT Services…………Information and Communication Technology Services at the University of the Free State

ICT………………………………………………………………………Information and Communication Technology

ITIL…………………………………………………………………Information Technology Infrastructure Library

ManCo…………………………………………………………………… ICT Services Management Committee

OLA………………………………………………………………………Operational Level Agreements

SLA……………………………………………………………………………Service Level Agreements

SMC …………………………………………………………………….Service Management Committee

UFS…………………………………………………………………University of the Free State

2. Definitions

Production environment: As defined by the ICT Change Management Policy

Service: As defined by the ICT Change Management Policy

User: As defined by the ICT Change Management Policy

System: As defined by the ICT Change Management Policy

Change: As defined by the ICT Change Management Policy

Agreements: All Service Level Agreements (SLA) and Operational Level Agreements (OLA) managed by ICT Services.

3. Objectives

The purpose of the Service Management Committee (SMC) is to monitor, consider and improve service delivery. This internal committee continuously aligns service delivery with SLA and OLA and takes corrective action when required. The SMC is responsible for ensuring effective service delivery by ICT Services.

4. Mandate

The SMC was created under a directive of the ICT ManCo to serve as a supporting structure for reviewing, approving and monitoring services in order to improve service delivery. The requirements of the UFS business and academic community informs SMC decisions.

5. Scope

The SMC specialises in the management of SLAs and OLAs in the context of the production environment of ICT Services at the UFS.

6. Membership

The SMC is a committee consisting of staff members of ICT Services and does not include any members of the UFS business or academic community. The SMC is comprised of the following permanent and advisory members:

Permanent members:

- Head: Business Alignment and Integration
- Head: Systems, Platforms & Networks
- Head: Enterprise Data and Content Management
- Head: ERP Development
- Head: Risk and Quality Management

Advisory members:

- The chairpersons of each of the CoMs (if not yet represented in the foregoing groups)
- Manager: Administration Office
- Advisory members (based on the special needs of the SMC)
- Senior Specialist: Networks & Telecoms
- Manager: Service Desk & Software Support
- Manager: Operations & SLA Management
- Manager: Financial Management

7. Roles and Responsibilities

7.1 Committee

- Monitor all SLAs and OLAs and ensure that they are adhered to
- Ensure compliance with the Procurement Policy
- Approve new suppliers and new service providers
- Review current suppliers and service providers
- Review current services

- Report to ManCo on issues arising from services rendered by ICT Services
- Make recommendations to ManCo, if necessary (decommissions, changes and/or new services)

7.2   Service Manager

The Service Manager is the chairperson of the SMC and manages services through the SMC. All governance pertaining to the SMC is created and maintained by the Service Manager.

- The SMC Manager does not have a vote in the SMC but does have the right to escalate a decision to the ICT ManCo and/or refer the risk to the RMC. The SMC Manager can also be represented by the Manager: Service Desk & Software Support or the Manager: Operations & SLA Management as chairperson. These representatives, however, do not have voting rights in the SMC. Referral or escalation happens in accordance with the engagement model, as described in Section **Error! Reference source not found.**.

7.3   Permanent Members

Permanent members evaluate new and current services from the perspective of their division or function within ICT Services. Permanent members have voting rights. No proxies are accepted by the SMC.

It is compulsory that every SMC meeting should be attended by at least sixty percent of the permanent members.

Other members will attend upon request of the SMC Manager.

7.4   Advisory Members

The SMC may invite internal or external experts to SMC meetings to share their knowledge and/or experience with regard to certain topics. Advisory members do not have voting rights.

It is advisable that the following ICT advisory members always attend SMC meetings.

- Senior Specialist: Networks & Telecoms
- Manager: Service Desk & Software Support
- Manager: Operations & SLA Management
- Manager: Financial Management

8.   Meeting Types and Schedules

The SMC meets two times per month. The day on which the meeting will be held will be decided on and approved by the SMC at the beginning of each year. The SMC Manager will request other members to attend, if necessary.

9. Agenda

The agenda of the SMC consists of a list of changed, planned or new services as well as complaints pertaining to service levels. This list should be submitted to the Service Manager prior to the SMC meeting.

10. Decision Register

All decisions by the SMC should be recorded and kept by the secretariat.

11. Action List

All actions to be taken by members should be noted in the minutes of the meeting. Feedback on actions taken must be given by the person(s) executing these actions. This feedback must be communicated to the chairperson of the SMC as soon as the actions take place. The applicable minutes and the actions taken should receive attention at the next SMC meeting.

12. Communication

A service requester will be informed at an applicable SMC meeting about the outcome of his/her service request or concern. Should the need arise to provide the rest of the UFS community with information in this regard, the service requester will formulate a message and submit it to the official communication channel of ICT Services.

13. Governance

13.1 Principles

- The SMC operates as part of an ICT governance structure referred to as the ICT CoM.
- The SMC manages all the services of ICT Services.
- Submissions for consideration must be in writing.
- The decision of the SMC is final and can only be overruled by ManCo.
- ManCo should ratify SMC minutes and submissions.
- The roles and responsibilities described in Section 7 should be adhered to.
- It is compulsory for permanent members to attend meetings.
- Decisions require a two-thirds majority of the total voting membership.
- Contravention of the rules and regulations of the SMC is a corporate offense and may be dealt with through the normal HR disciplinary process.

13.2 Policy

All the services of ICT Services should be reviewed, considered and approved by the SMC in accordance with the rules and regulations stipulated in this document.

13.3 Procedures

All procedures related to the governance of the SMC are defined, revised and approved by the SMC and ratified by ManCo. These procedures are added as Appendixes to this document.

13.4 Standards and Guidelines

The ITIL and COBIT framework is used by the SMC as a service management guideline.

14. Engagement Model

The figure below illustrates the relationship between the SMC and the other committees of ManCo: