

Overview

This standard is about managing digital service delivery operations.

Digital service management involves overseeing the delivery of digital services, encompassing strategic planning, design, implementation, maintenance and ongoing optimisation. This includes enabling the provision of high-quality, user-centric digital services to users. This also includes collaboration with senior management and digital service operations teams to establish and maintain the necessary digital infrastructure, deliver support for service delivery, and handle any technical challenges that may arise.

This standard is for those who need to manage digital service delivery operations as part of their duties.

Performance criteria

You must be able to:

1. Implement service operations in compliance with organisational policies and standards
2. Maintain the provision of high-quality services to meet user needs
3. Negotiate service level agreements (SLAs) and operational level agreements (OLAs) with customers in line with organisational requirements
4. Maintain continuous service operations in line with SLAs
5. Oversee teams to maintain service availability, quality and performance
6. Coordinate the identification and resolution of service delivery issues in line with organisational standards
7. Identify opportunities for improving service delivery and propose actionable recommendations to customers and stakeholders
8. Manage service delivery infrastructure and tools in line with organisational procedures
9. Maintain records of service management activities to track deliverables and assess team capabilities
10. Produce reports and documentation in line with organisational requirements
11. Maintain the digital service catalogue in line with organisational requirements
12. Stay updated on technological advancements related to service delivery operations to support continuous improvement

Knowledge and understanding

You need to know and understand:

1. Digital service operations frameworks and methodologies and their applicability in managing service operations
2. Fundamental principles of service design and relationship to operational efficiency and user satisfaction
3. Organisational policies governing service implementation and how to apply them
4. The industry standard technologies required to deliver high-quality services
5. How to develop, and monitor SLAs to maintain service availability and quality
6. The importance of maintaining continuous delivery of service operations that meet user needs
7. The processes involved in service incident and problem management
8. How to apply change management principles and practices to service delivery operations
9. How to develop and manage Service Level Agreements (SLAs)
10. How to manage service delivery teams throughout the service lifecycle
11. How to identify and present service delivery improvement recommendations to customers and stakeholders
12. How to develop service management proposals and recommendations aligned to audience needs
13. The steps involved in maintaining the service catalogue and how to apply them
14. How to evaluate potential risks to service delivery operations and mitigate these
15. How to implement strategies for optimising resource capability and technology utilisation
16. Regulations governing service delivery and the associated compliance requirements
17. The importance of staying abreast of technological advancements relevant to digital service delivery operations

TECDT70143



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Developed by	ODAG
Version Number	1
Date Approved	29 Mar 2024
Indicative Review Date	01 Apr 2027
Validity	Current
Status	Original
Originating Organisation	ODAG
Original URN	TECDT70143
Relevant Occupations	Information and Communication Technology Professionals
Suite	IT(Service Management and Delivery)
Keywords	service delivery, service delivery service management
