Service Offering Manager
Roles and Responsibilities

Areas of Accountability

- Serves as the single point of accountability for a service offering.
- Owner of service offering throughout its lifecycle.
- Manages, oversees, and takes part in the day-to-day service fulfillment of the offering.
- Acts as a subject matter expert (SME) for the offering and has a thorough understanding of the service offering, including major components, workflows, dependencies and costs. May or may not be the subject matter expert for supporting technologies.
- Represents the service offering to the Service Owner Committee (SOC) and across the organization, including senior leadership and ITS governance.
- Works with other Service Offering Managers in the SOC to optimize service fulfillment coordination between offerings in the service group.
- Works with the Service Owner to continually improve the contents and balance of the offerings in the service based on local knowledge, demand management, capacity management, and industry knowledge of the offering and its related technologies.
- Ensures the service offering operates within SLAs.
- Manages changes to the service offering in coordination with the service owner.
- Utilizes ITS ITIL Processes (INC, REQ, CHG, PRB, Knowledge) appropriately and collaborates with Process Owners as needed to contribute to continuous improvement of the processes.
- Regularly utilizes KPI’s, P.O.D surveys, service maturity assessment, and other measures to identify opportunities for Continual Service Improvement (CSI) to drive higher customer satisfaction.