Service Owner
Roles and Responsibilities

• Serves as the single point of accountability for a service

• Owner of service offering throughout its lifecycle.

• Acts as a subject matter expert (SME) for the service and has a thorough understanding of the service and its component offerings, including major components, workflows, dependencies and costs. May or may not be the subject matter expert for supporting technologies.

• Relies on Service Offering Managers for day-to-day service fulfillment, and may also be a SOM.

• Represents the service offering to the Service Owner Committee (SOC) and across the organization, including senior leadership and ITS governance.

• Works with the Service Board and SOC to continually improve the contents and balance of the service portfolio based on local knowledge, demand management, capacity management, and industry knowledge of service and its related technologies.

• Manages changes to the service in coordination with the SOC

• 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.