CIT Service Management Practice Document Template

This Service Management process document is a **_working draft._** If you have questions, additions, removals, or modifications, please leave feedback on the article, which will be reviewed and responded to by the Service Management team. Green text indicates planned or future detail; red text indicates highly uncertain detail.

1 Process Information

1.1 Description and Background

Detail

1.2 Purpose and Goals

Detail

1.3 Scope

Detail

1.4 Out of Scope

Detail

1.5 Process-Specific Additional Details

1. **Item**: Detail.
2. **Item**: Detail.
3. **Item**: Detail.

2 Responsibilities

2.1 RACI Chart

See RACI Definition, Role Definitions, and Process Owners and Coordinators.

Process Activity	Process Owner	Process Coordinator	Service Owner	Service Delivery Manager	Service Delivery Analyst	Program Manager

3 Reporting and Metrics

3.1 Process KPIs and Metrics

KPI	Purpose	Period	Measure

3.2 Reports and Outputs

Report/Output	Purpose	Period	Format

3.3 Notifications

Notification	Purpose	Period	Recipients

4 Periodic Activities

4.1 Activity

Detail.

4.2 Activity

Detail.

5 Policy & Compliance

5.1 Compliance and Best Practices to Consider

Detail.

6 Additional Information

6.1 Training

List relevant training.

6.2 Feedback

Customer feedback informs CIT's continual service improvement efforts. End users and business customers may submit feedback via ticket. Feedback is reviewed and escalated to the appropriate service owner or service delivery manager.

6.3 Glossary

- **Term:** Definition.
- **Term:** Definition.
- **Term:** Definition.

6.4 Process Map

The process map is attached to this document.

6.5 Related Documents

Detail.