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.

<table>
<thead>
<tr>
<th>Process Activity</th>
<th>Process Owner</th>
<th>Process Coordinator</th>
<th>Service Owner</th>
<th>Service Delivery Manager</th>
<th>Service Delivery Analyst</th>
<th>Program Manager</th>
</tr>
</thead>
</table>

3 Reporting and Metrics

3.1 Process KPIs and Metrics
3.2 Reports and Outputs

<table>
<thead>
<tr>
<th>Report/Output</th>
<th>Purpose</th>
<th>Period</th>
<th>Format</th>
</tr>
</thead>
</table>

3.3 Notifications

<table>
<thead>
<tr>
<th>Notification</th>
<th>Purpose</th>
<th>Period</th>
<th>Recipients</th>
</tr>
</thead>
</table>

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.