Service Landscape Integration Method (SLIM)

Headline Summary

The Service Landscape Integration Method is a new and innovative approach to Service Architecture and Service Design, which provides customer with simple graphical overviews of the services delivered today (current state) and service to be delivered to the customer in a sequence of easy to understand images.

This stimulates discussion and shared understanding as people are able to engage more readily with the topics being discussed.

It is underpinned by an easy to deploy process and procedure framework, to support customer Service Integration and Management (SIAM) all the way through the journey from first SIAM Discovery & Strategy stage to forth stage Run & Improve. Its simplicity is its strength, it is easy to understand, and flexible to support customer CxO's to transform from a regular IT service organisation to a fully designed and operational SIAM driven organisation.

In summary, the Service Landscape Integration Method is a fresh and innovative approach which is already being recognised as a true differentiator for customers and Service Integrators.

It has been shown to drive shared understanding and collaboration with the customer, the service integrator and drives accountability and responsibility across all parties within the delivery chain.

Benefits to the Customer

SLIM delivers the following benefits:

- Helps the customer to understand their entire IT landscape
- Helps the customer to define the SIAM strategy
- Clarifies the role of the customer and their 3rd parties in the delivery of service to their users
- Helps the customer to understand the implications of change on their internal service organization
- Avoid gaps in service provision during a change to another IT outsourcer(s)
- Minimises the risk of transition and enhances
- levels of customer satisfaction
- Provides a framework for end to end performance management and service integration

Overview

Service Landscape Integration Method (SLIM) came about as the result of trying to find a visual and intuitive way to articulate a current (complex) IT solution and IT Service Landscape for a customer in the Netherlands.

The result was a portfolio of detailed Visio drawings which allowed the customer to fully understand their environment and to trust the Service Integrator to be able to deal with the complexity and challenges of operating and managing within a multi-vendor environment.

SLIM articulated the customer's entire IT solution and allowed them to understand the role of their retained 3rd parties and how they themselves, as the customer, would be involved in the delivery of service to their IT users.

SLIM provides a simple set of Service Landscape drawings and a unique approach to Service Decomposition, which for the first time gives customers real insight into their entire current IT landscape third parties involved and the capabilities of the customers own organisation.

It allows customers to identify transformational changes to reduce costs and to increase customer satisfaction. What actually happens is that SLIM drives collaboration with the customer, with the Service Integrator parties and 3rd parties.

How does SLIM work?

SLIM starts during the first phase of the service integration and management method and helps the customer to gain insight into the current service provision, which activities are performed and who performs these activities.

In addition, it is investigated whether these activities are performed at the desired maturity level.

We do this for the entire organization that contributes to the current IT service provision.

You will understand that this method yields a lot of information that must be made visible and this in a structured way.
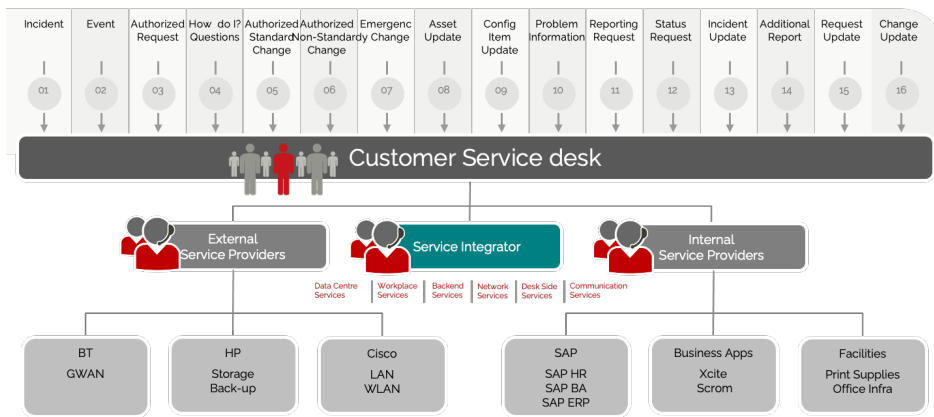SLIM offers a unique solution for this!

The Service Decomposition.

The result of the service decomposition is displayed visually in a number of layers and levels.
The first graphical representation consists of an overview of the service domains or service towers provided by the service integrator.

On the left side of the overview all external service providers are listed with their services
On the right side all internal service providers with their services from the customer organization are listed. In this way a complete overview is created of the services that are provided and which play a role in this.

This is the SLIM level-0 Service Outline Visual representation.

Incident	Event	Authorized Request	How do I? Questions	Authorized Standard Change	Authorized Non-Standard Change	Emergenc Change	Asset Update	Config Item Update	Problem Information	Reporting Request	Status Request	Incident Update	Additional Report	Request Update	Change Update
01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16

Customer Service desk

External Service Providers — Service Integrator — Internal Service Providers

Data Centre Services | Workplace Services | Backend Services | Network Services | Desk Side Services | Communication Services

| BT GWAN | HP Storage Back-up | Cisco LAN WLAN | SAP SAP HR SAP BA SAP ERP | Business Apps Xcite Scrom | Facilities Print Supplies Office Infra |

The SLIM level-0 Service Outline represents the current state and is used to determine which suppliers are included in the SIAM eco system, which external suppliers should be added and which suppliers are not included in the SIAM eco system.

This visual representation also shows all internal solution groups of the customer organization and it is easy to determine which internal services can be taken over by external suppliers in the future. This is of course part of the SIAM strategy.
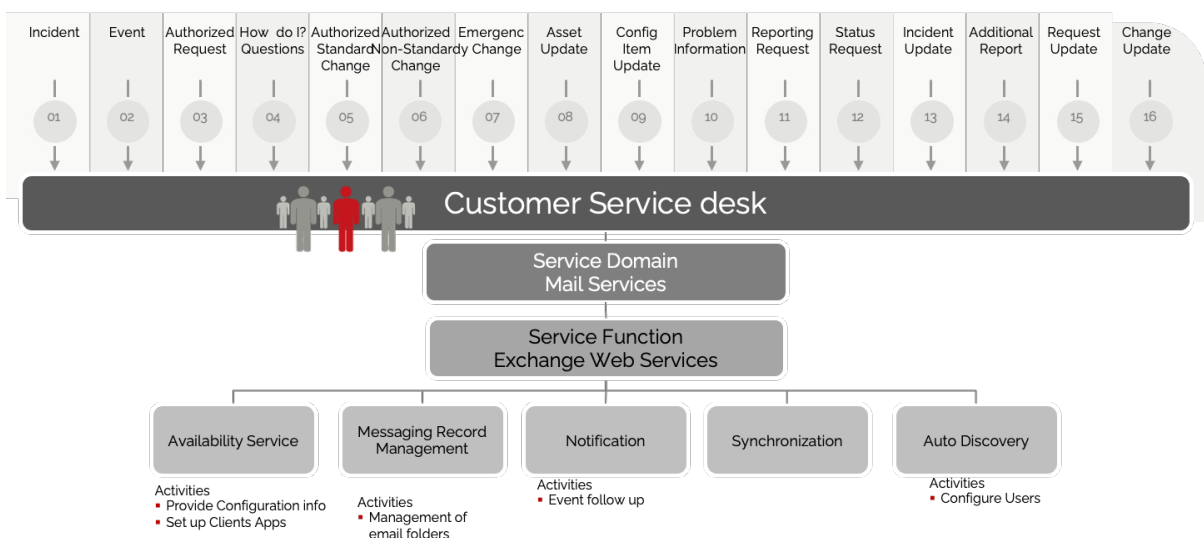
The next step of is the service decomposition of the service domains as listed under the service integrator. In the decomposition of the current service provision, the service integrator can also fill in the customer organization, if the customer organization manages the IT services itself. This often applies to first generation outsourcing.

We start the service decomposition at the highest level and establish the service domain. After this, we divide the service domain into 1 or more service functions and determine 1 or more service components in the service function.

As soon as the components have been determined, the activities are determined for each component. At the current state, the activities and the component are linked to the solution group that carries out these activities. This creates a detailed picture of which external and internal suppliers are currently performing which activities.
The result is presented in a visual representation, per domain.
This is SLIM level-1 Service Baseline

Incident	Event	Authorized Request	How do I? Questions	Authorized Standard Change	Authorized Non-Standard Change	Emergenc Change	Asset Update	Config Item Update	Problem Information	Reporting Request	Status Request	Incident Update	Additional Report	Request Update	Change Update
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Customer Service desk

Service Domain Mail Services

Service Function Exchange Web Services

| Availability Service | Messaging Record Management | Notification | Synchronization | Auto Discovery |

Activities
- Provide Configuration info
- Set up Clients Apps

Activities
- Management of email folders

Activities
- Event follow up

Activities
- Configure Users

The SLIM level-1 baseline is determined per domain during the current state analyzes and used to determine the services in the future SIAM eco system. New services in a domain are added as a service function and / or as components with their activities and superfluous services and / or service function are removed from the Level-1 baseline.

This is done per component and the associated activities. in this way a graphical representation of the future service domain is created, including the service functions, service components and its activities.

In practice, it often happens that no service domain has yet been set up for Service Integration and Management. If this is the case, SLIM will add this service domain and design it in collaboration with the customer organization. service management and governance structures are included in these domains.

After completing the Level-0 service outline and level-1 service baseline, the planning phase has progressed to the point where the building of the SIAM eco system is started.
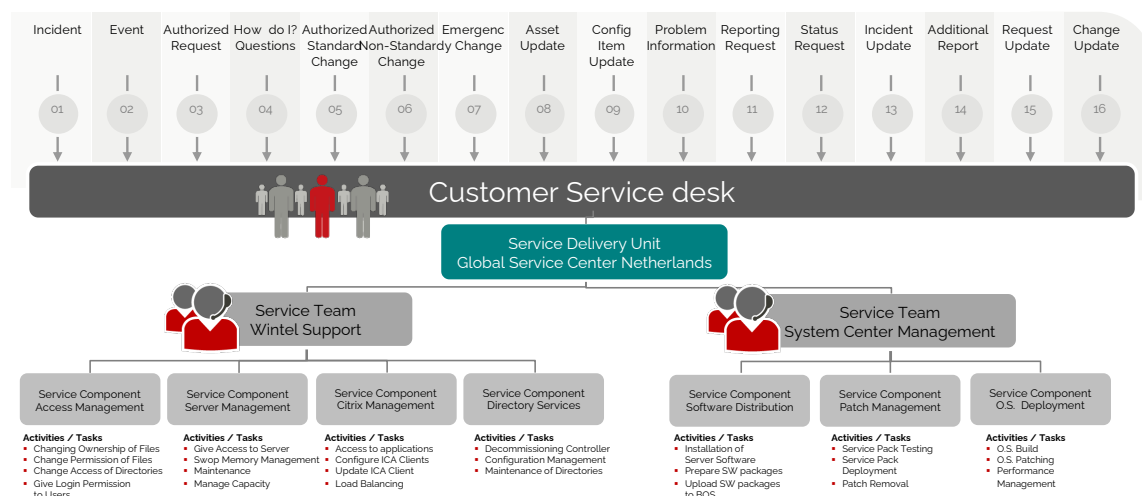
The building of the SIAM eco system.
After completing the service decomposition, we will use the service components to build the delivery organization from the service domains.

This is fairly simple because we have determined for each service component which activities must be performed for this component.

Depending on the SIAM strategy, the components are assigned to internal and / or external solution groups. SLIM will continue this until there are no components and / or activities left. In other words, SLIM ensures that no orphans are left behind.

The next step is to graphically display the components per service supplier, service delivery unit and solution group, which creates a good overview of who delivers which activity.

In practice, this provides a clear picture of the activities that the customer organization, the service integrator and the external suppliers perform within the SIAM eco system.


Service integration
After building the service delivery organization of the SIAM eco system, it remains for us to integrate the services with each other. SLIM realizes the integration by applying matrix frameworks.

One of these frameworks is called the process dot matrix. all contractually agreed and designed processes are displayed on the vertical axis of the framework.

The solution groups with the service components are included on the horizontal axis. Per process it is determined whether there are activities related to the service component. If this is the case, a dot is placed in the matrix and the inputs and outputs plus the required service levels are recorded in SLAs, UCs or OLAs.
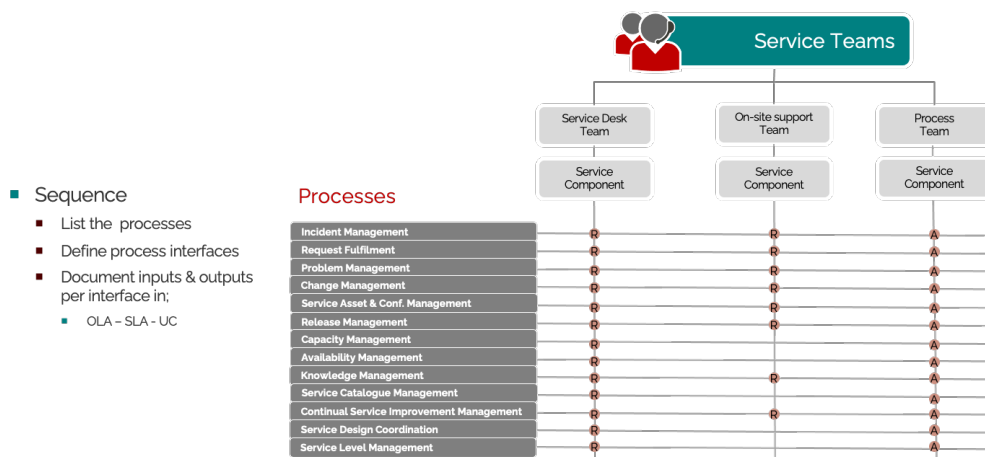
The matrix frameworks are used in SLIM for several purposes. The example above is the process dot matrix. Other applications of the matrix frameworks are the capability and the measurement frameworks.

The different capabilities are respectively placed on the vertical axis and under the solution group whether the capabilities are applicable and what the maturity level is. For the measurement framework, the various measurements are placed on the vertical axis and, if applicable, a dot is placed under the solution group.

The measurements are worked out and agreed for this solution group and are subsequently recorded in the OLA and / or in the UC / SLA.