Client Service Handbook

This is an internal IS&T document that provides a high-level overview of this Client Service:

|  |  |
| --- | --- |
| Client Service: |  |
| Service Owner: |  |

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# Service Strategy

[What are we planning to do with this Client Service? E.g. streamline the service, expand service capabilities, move it to the cloud, reduce cost, market service to increase utilization, etc. Keep this short. Remove this paragraph when complete.]

# Strategic Team

## Client Service Stakeholders

The Client Service Stakeholders are external to IS&T and provide ongoing strategic business requirements to the Service Owner. There may be circumstances where a Client Service consists of very disparate Service Components and convening Client Service Stakeholders does not make sense because their interests and concerns are not common. In this case, the Stakeholders should be convened at the Service Component level.

|  |  |
| --- | --- |
| Stakeholder | Reason for Inclusion |
|  | e.g. client representative |
|  | e.g. provide legal, finance and/or compliance perspective |

## Client Service Stakeholders Meeting Schedule

There should be a minimum of one stakeholder meeting per year, which includes the client representatives. This meeting is the forum to review service performance, gather any forthcoming service requirements and discuss strategic direction for the service component. All stakeholder meetings should be listed on the [Service Review Meeting Calendar](https://share.bu.edu/sites/ist/service/Lists/Calendar/calendar.aspx) under the IS&T Service Management SharePoint site.

|  |  |
| --- | --- |
| How frequently will the stakeholders meet? |  |
| Where is the agenda/minutes from the last meeting(s) located? | [Link to client service document library in “Service Management” section in SharePoint. Content Type = Minutes] |

## Client Service Team

The Client Service Team is a cross-functional group of IS&T members that can provide technical subject matter expertise to the Service Owner. Again, judgment should be used to determine whether this should exist at the Client Service level, Service Component level, or at both levels.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Functional Team | Name of Individual | Area of Expertise | Estimated Effort per Month |
| E.g. Help Center |  |  |  |
| E.g. [Application Team] |  |  |  |
| E.g.[Engineering/Operations] |  |  |  |

## Client Service Team Meeting Schedule

|  |  |
| --- | --- |
| How frequently will the Client Service team meet? |  |
| Where is the agenda/minutes from the last meeting(s) located? | [Link to client service document library in “Service Management” section in SharePoint. Content Type = Minutes] |

# Client Service Dependencies

Use judgment to determine if this section is required. If the Client Service consists of homogeneous / related Service Components, understanding dependencies will make sense at the Client Service level. If the Client Service consists of disparate Service Components, then the dependencies should be documented at the Service Component level.

## “One-Down” Services that this Client Service depends on

List key client services and/or service components. \*

|  |
| --- |
|  |
|  |
|  |

\* Select from: <https://share.bu.edu/sites/ist/Lists/ServiceComponents/ByService.aspx>

## “One-Up” Services that depend on this Client Service

List key client services and/or service components. \*

|  |
| --- |
|  |
|  |
|  |

\* Select from: <https://share.bu.edu/sites/ist/Lists/ServiceComponents/ByService.aspx>

## Key Vendors

|  |  |
| --- | --- |
| Vendor Name | Technology / Service Provided |
|  |  |
|  |  |

## High-Level Context Diagram

Provide a high-level diagram illustrating how the Client Service serves different Clients, with other Client Services and Service Components, and with key vendors. The purpose of the diagram is to explain the Client Service “at a glance”. It is not meant to be a detailed technical architecture diagram.

## Version History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Summary of changes |
|  |  |  |  |
|  |  |  |  |