<Process Name>

Management Process Definition Document



Service Management

Information Services & Technology

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# About This Document

This document describes the <Process Name> Management process. It addresses the policies, roles and activities (the “what, who and why”) describing <Process Name> and should be read by all Boston University employees who are adopting or participating in the IS&T <Process Name> Management process. It is based on the Information Technology Infrastructure Technology Library® (ITIL) and adapted to address Boston University’s (BU) specific requirements. It is to be used in conjunction with the following related document:

* For shared process terminology, please refer to the Information Services & Technology (IS&T) [Service Management Glossary](https://share.bu.edu/sites/ist/service/procs/docs/Service%20Management%20Glossary.docx).

This document is divided into the following sections:

|  |  |
| --- | --- |
| Section | Description |
| Process Overview | Specifies the objectives, scope, guidelines, key attributes, and additional information for and about the <XXXXX> Management process. |
| Policies | Describes the overall intentions and directions of the service provider, IS&T, as they relate to the specific ITSM process. |
| Roles & Responsibilities | Describes the roles required to perform the process and the responsibilities assigned to each role. |
| Process Flow | Uses diagrams to show the sequence of tasks that occur within a process and the relationship to other processes. |
| Critical Success Factors (CSF) and Key Performance Indicators (KPIs) | CSFs- Lists appropriate factors based on the objectives for the process.  KPIs- Defines key metrics, based on CSFs, for measuring the success of the <XXXXX> process. |
| Appendices | Appendices with information related to content within this document included in Appendices. |

The <Process> Management process owner is <Name>, <email>.

# Process Overview

<Brief narrative about the purpose of the process.>

## Objectives

The specific objectives of the <Process Name> Management process are:

## Scope

<Short introductory statement>

The following are in scope for the <Process Name> management process:

The following are out-of-scope:

## Key <Process> Concepts

Describe the key concepts related to the <XXXXX> management process with definitions and characteristics.

## Guidelines

List the guidelines for the <XXXXX> management process

## <Process> Management Process: Triggers, Inputs & Outputs

1. Triggers:
2. Suppliers (who provides the inputs):
3. Inputs:
4. Outputs:
5. Clients (who uses the outputs):

# Policies

1. List the policies here (not guidelines, steps, work instructions, or procedures)

# Roles & Responsiblities

## Role #1 <Role Name>

<Role Description>

1. <Responsibility>

## Role #2 <Role Name>

<Role Description>

1. <Responsibility>

## Role #3 <Role Name>

<Role Description>

1. <Responsibility>

## Role #4 <Role Name>

<Role Description>

1. <Responsibility>

# Process Flow

The process flow uses “swim-lane diagrams” to illustrate which role is responsible for each activity. These roles are described in more detail in the preceding section titled “Roles and Responsibilities”. Activities and procedures related to each use case scenario are described in the diagram’s associated narrative.

## Use Case Scenario #1

<Description of Scenario>

Included here are the Swim-lane diagram and accompanying narrative, Activity, Description (Procedures), of Scenario. Each box in the swim-lane diagram represents a procedure.

## Use Case Scenario #2

<Description of Scenario>

Included here are the Swim-lane diagram and accompanying narrative (Description/Procedures) of Scenario. Each box in the swim-lane diagram represents a procedure.

# Critical Success Factors (CSF) and Key Performance Indicators (KPI)

1. Description of CSF #1
   1. Description of KPI #1 supporting CSF #1
   2. Description of KPI #2 supporting CSF #1
2. Description of CSF #2
   1. Description of KPI #1 supporting CSF #2
   2. Description of KPI #2 supporting CSF #2

# Version History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Summary of changes |
|  |  |  |  |
|  |  |  |  |
| 0.11 | 9/23/2013 | Quinn Shamblin | Set word doc style templates |
| 0.10 | 9/21/2013 | Reg Lo | First draft |
| 0.01 | 5/28/2013 | Hillary Rosenfeld | Version .01, with input from Process Managers, vetted by Reg Lo |
| 1.02 | 12/23/2013 | Hillary Rosenfeld | Based on Process Owners meeting discussion, added comment related to Guidelines section. |
| 1.03 | 3/5/14 | Hillary Rosenfeld | Removed references to ServiceNow Practitioner Guide and <Process> Practitioner Guide as they don’t exist yet and we want to publish the process documents. |

# Appendix A