سلطنة عُمان
وزارة التقنية والاتصالات
Sultanate of Oman
Ministry of Technology and Communications

عمان الرقمية
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تعميم رقم (٦ /٢٠٢٠)

حول إطار عمل تقديم الخدمات الحكومية الإلكترونية

من خلال سعي وزارة التقنية والاتصالات لتنفيذ استراتيجية عمان الرقمية، وحرصاً على أهمية ترسيخ مبادئ الحوكمة فقد قامت الوزارة بإعداد إطار عمل تقديم الخدمات الحكومية الإلكترونية لوحدات الجهاز الإداري للدولة، بحيث يتضمن هذا الإطار أفضل الممارسات والإجراءات الإدارية والمعنية بضبط مستوى تقديم الخدمات الحكومية الإلكترونية للجمهور وضمان فعاليتها .

ويرجى من جميع الجهات الحكومية اتباع كافة التوجيهات الواردة في الإطار (المرفق) . ولمزيد من المعلومات فيرجى التواصل مع المختصين بالوزارة عبر البريد الإلكتروني standards@mtc.gov.om أو من خلال الهاتف رقم (٢٤١٦٦٧٣٦) .

وتفضلوا بقبول فائق الإحترام،،

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الرئيـــس التنفيـــذي

صدر في: ١٣ شوال ١٤٤١هـ
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IT Service Delivery Framework (eServices)

May 2020

Contents

1. Introduction

The Ministry of Technology and Communications (MTC) has developed the "IT Governance Framework" – a set of inter-related ICT policies, regulations, architectural standards, best practices and management processes. As a part of the overall IT Governance Framework, this IT Service Delivery Framework is developed to provide guidance to government administrative units in the Sultanate of Oman on introducing good practices for the management of IT Services.

2. Purpose

Effective governance of IT services is important for a number of reasons. IT services that support critical business functions need to be suitable, usable, reliable, secure and adaptable. If IT services fail or cannot react quickly enough to changes in the business, the business impact can be significant. On the other hand, well-managed IT services may result in significant improvements to business performance and creation of value. Effective governance of IT services requires service managers to focus on key management tasks supported by the right level of involvement by the business customer in defining requirements and making key service-related decisions.

IT Service Delivery Framework covers the services the business requires of IT to enable adequate support to the business users. Also, this framework is developed to enhance IT service delivery standards, streamline processes and create efficiencies within IT services at government units.

1.1 Objectives

- Provide a standard approach to IT service delivery across all the government units.
- Provide appropriate processes for government units to enable them to achieve business value, and to respond to changes in their internal and external environments.
- Insure optimization and effectiveness of IT costs.
- Improve decision making to support the achievement of sustained success.
- A stronger, better alignment between the business and IT.
- Increase quality and decrease risks.
- Improved delivery service, leading to enhanced customer satisfaction.

3. Definitions

- **IT Services:** Government services offered online to citizens, businesses, employees and other government administrative units.
- **LOB:** Line of Business
- **MTC:** Ministry of Technology and Communications
- **OLA:** Operational-Level Agreement
- **SLA:** Service-Level Agreement

4. Target Audience

The framework is intended for IT professionals who have basic knowledge and experience of IT service management concepts. The document did not explain the terms and definitions, as they are self-explanatory and meant for practitioners who are working in IT service management and understand the concepts of IT service delivery.

The framework is directed towards government administrative units in Oman in order to utilize and take benefits from this framework. The framework provides basic guidance and gives direction from the governance point of view, to set the direction and course for any government unit as an outline or structure that sets few management practices for senior management, which once established, maintained and followed properly will certainly provide value to business.

5. Good Practices for IT Service Delivery Management

To ensure achievement of IT-related goal stated above, IT departments within each government units in Sultanate of Oman should establish good practices for the management of IT Services. Primarily, IT departments should focus on establishing the management IT Service Delivery. To provide guidance to government units while establishing good practices listed above, detailed guidelines are provided in this framework.

5.1 Manage IT Service Delivery

Align IT-enabled products and services and service levels with enterprise needs and expectations, including identification, specification, design, publishing, agreement, and monitoring of IT

products and services, service levels and performance indicators. Also, ensure that IT products, services and service levels meet current and future enterprise needs.

5.2   Goals

1. The enterprise can effectively utilize IT services as defined in a catalogue.
2. Service agreements reflect enterprise needs and the capabilities of IT.
3. IT services perform as stipulated in service agreements.

5.3   Management Practices and Activities Defined

1.   Identify IT services

Analyze business requirements and the way in which IT-enabled services and service levels support business processes. Discuss and agree on potential services and service levels with the business, and compare them with the current service portfolio to identify new or changed services or service level options.

Roles and Responsibilities	
Accountability	• Head of IT
Responsibility	• Line of Business (LOB) Executives • Business Process Owners • Head of IT

- **Entry Criteria:**

1. Current IT services and business processes

- **Activities:**

1. Assess current IT services and service levels to identify gaps between existing services and the business activities they support. Identify areas for improvement of existing services and service level options.

2. Analyze, study and estimate future demand and confirm capacity of existing IT-enabled services.

3. Analyze business process activities to identify the need for new or redesigned IT services.

4. Compare identified requirements to existing service components in the portfolio. If possible, package existing service components (IT services, service level options and service packages) into new service packages to meet identified business requirements.

5. Where possible, match demands to service packages and create standardized services to obtain overall efficiencies.

6. Regularly review the portfolio of IT services with portfolio management and business relationship management to identify obsolete services. Agree on retirement and propose change.

- **Exit Criteria:**

1. Identified gaps in IT services to the business
2. Definitions of standard services

2. Catalogue IT-enabled services

Define and maintain one or more service catalogues for relevant target groups. Publish and maintain live IT-enabled services in the service catalogues.

Roles and Responsibilities	
Accountability	• Head of IT
Responsibility	• LOB Executives • Business Process Owners • Head of IT

- **Entry Criteria:**

1. Approved resources plan
2. Communication of resourcing strategies
3. Updated portfolios of programs, services and assets

- **Activities:**

1. Publish in catalogues relevant live IT-enabled services, service packages and service level options from the portfolio.
2. Continually ensure that the service components in the portfolio and the related service catalogues are complete and up to date.
3. Inform business relationship management of any updates to the service catalogues.

- **Exit Criteria:**

1. Service Catalogue

3. Define and prepare service agreements

Define and prepare service agreements based on the options in the service catalogues. Include internal operational agreements.
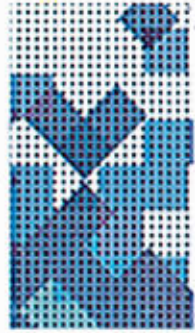
Roles and Responsibilities	
Accountability	• Head of IT
Responsibility	• LOB Executives • Business Process Owners • Head of IT

- **Entry Criteria:**
1. Customer requirements for quality management

- **Activities:**
1. Analyze requirements for new or changed service agreements received from business relationship management to ensure that the requirements can be matched. Consider aspects such as service times, availability, performance, capacity, security, continuity, compliance and regulatory issues, usability, and demand constraints.
2. Draft customer service agreements based on the services, service packages and service level options in the relevant service catalogues.
3. Determine, agree on and document internal operational agreements to underpin the customer service agreements, if applicable.
4. Liaise with supplier management to ensure that appropriate commercial contracts with external service providers underpin the customer service agreements, if applicable.
5. Finalize customer service agreements with business relationship management.

- **Exit Criteria:**
1. SLAs
2. OLAs
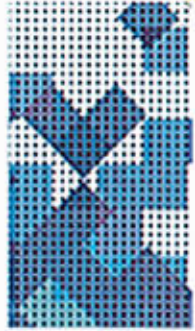
4. Monitor and report service levels

Monitor service levels, report on achievements and identify trends. Provide the appropriate management information to aid performance management.

Roles and Responsibilities	
Accountability	• Head of IT
Responsibility	• Business Process Owners • Head of IT

- **Entry Criteria:**

1. Remedial actions to address resource management deviations
2. Investment portfolio performance reports
3. Corrective actions to improve benefit realization
4. Benefit results and related communications
5. Satisfaction analyses
6. Results of quality reviews and audits
7. Root causes of quality delivery failures
8. Results of solution and service delivery quality monitoring
9. Classified and prioritized incidents and service requests
10. Closed service requests and incidents fulfilment status and trends report
11. Incident status and trends report

- **Activities:**

1. Establish and maintain measures to monitor and collect service level data.

2. Evaluate performance and provide regular and formal reporting of service agreement performance, including deviations from the agreed-on values. Distribute this report to business relationship management.

3. Perform regular reviews to forecast and identify trends in service level performance.

4. Provide the appropriate management information to aid performance management.

5. Agree on action plans and remediation for any performance issues or negative trends.

- **Exit Criteria:**

1. Service level performance reports

2. Improvement action plans and remediation

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5. Review service agreements and contracts

Conduct periodic reviews of the service agreements and revise when needed.

| Roles and Responsibilities	
Accountability	• LOB Executives
Responsibility	• Head of IT

- **Entry Criteria:**

1. Feedback on allocation and effectiveness of resources and capabilities
2. Results of quality of service, including customer feedback
3. Results of quality reviews and audits
4. Evaluations against SLAs

- **Activities:**

1. Regularly review service agreements according to the agreed-on terms to ensure that they are effective and up to date and changes in requirements, IT-enabled services, service packages or service level options are taken into account, when appropriate.

- **Exit Criteria:**
1. Updated SLAs
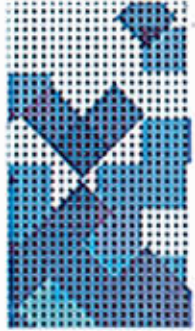
6. References

- COBIT 5
- ISO/EC 20000
  - 6.1 Service level management
- ITIL V3 2011
  - Service Design, 4.2 Service Catalogue Management
  - Service Design, 4.3 Service Level Management