What is this role?

A service manager has overall accountability for defining the service, ensuring services meet the business need of the University and are delivered according to agreed-upon business requirements. Service managers are also responsible for managing the service lifecycle—often in conjunction with a service team.

General Responsibilities

- Manage the delivery and lifecycle of services for business strategy development
- Provide accountability for service transition and operation
- Conduct competitive market assessment and benchmarking
- Analyze financial and internal customer data
- Provide accountability for the documentation and deployment of quality service offerings
- Ensure continual service improvement including facilitating quarterly service reviews and annual service audits
- Oversee internal supplier management
- Manage the cost of services, vendor relations, and inventory related to the service
- Respond to major incidents and problems
- Approve change requests
- Ensure accurate and relevant knowledge articles are in place for the service
### Incident Management
- Collaborate with the process manager for resolution of major incidents

### Change Management
- Collaborate with the change manager on high-risk changes

### Request Fulfillment
- Ensure the request fulfillment system aligns with the service catalog
- Collaborate on workflow for service(s)
- Test request fulfillment system
- Communicate addition of new service request workflow to users

### Service Catalog Management
- Responsible for one or more services in a service catalog
- Maintain current and accurate information about services in the service catalog
- Collaborate with the SMO to determine how to represent services provided in the service catalog
- Ensure that catalog entries for services do not conflict with or duplicate other entries

### Knowledge Management
- Ensure articles are reviewed, approved, and published
- Ensure articles contain accurate, relevant, and up-to-date information for service(s)
- Review expired articles for relevance and determine if articles should be republished or retired

### Problem Management
- Practice and promote proactive problem management
- Attend major problem reviews to identify lessons learned
- Ensure staff are available to work on the problems encountered

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