What is this role?

A service owner is responsible for managing one or more services throughout the service’s lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service portfolio.

The service owner is accountable for the service within the organization regardless of where the technology components or professional capabilities reside.

General Responsibilities

• Represent the service across the University
• Manage the risk of operating the service
• Designate a technical lead and a backup
• Finance and/or determine resources for the service(s)
• Coordinate service offerings with service manager(s)
• Provide accountability for service strategy and design
• Provide input about such service attributes as performance, availability, and security
• Ensure that the service entry in the service portfolio/catalog is accurate and maintained
• Participate in negotiating Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) for the service
• Ensure that performance meets the requirements of SLAs and OLAs
• Provide reporting and metrics on service performance
Incident Management

- Serve as the point of escalation (notification) for major incidents

Change Management

- Ensure that any changes to the service follow the current change management work practice
- Collaborate with the change manager on high-risk changes

Request Fulfillment

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

Service Catalog Management

- Responsible for one or more services in a service catalog
- Account for the documentation and deployment of quality information technology (IT) services

Knowledge Management

- Collaborate with knowledge manager on knowledge proposals
- Ensure knowledge library is adequate for service(s)

Problem Management

- Collaborate with problem manager on problems and known issues relating to the service

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