What is this role?

A process manager coordinates with process owners to ensure that units are in compliance with process standards, continually monitoring reports, and leading process improvements within his or her unit. Process managers work together to propose changes to process documentation to keep that documentation relevant to current work.

There is one process manager for each process within each subscribing unit. In a large or dispersed unit, the process manager may work with subunit liaisons to communicate to all unit staff.

General Responsibilities

- Manage process at a unit level
- Ensure unit compliance with policies, processes, and procedures
- Monitor process health through reporting
- Take corrective action when needed for compliance within the unit
- Facilitate regular process meetings and communication channels
- Coordinate ongoing process and system training for unit
- Maintain unit procedure documentation (if necessary)
- Contribute to continual process improvement
- Coordinate process interactions within the unit
- Provide information to senior management when appropriate
**Incident Management**

- Facilitate major incident response team
- Facilitate major incident reviews (MIRs)

**Change Management**

- Validate the type and risk of the change
- Work with teams to identify the Change Advisory Board (CAB) members
- Escalate an unauthorized change to management
- Schedule CAB meetings and prepare the agenda
- Chair CAB meetings and moderate communication channels
- Maintain a standard change library

**Request Fulfillment**

- Ensure request fulfillment portal is organized and easy to use
- Develop and execute plans to retire non-sanctioned request channels
- Work with teams to identify approvers
- Work with teams to identify workflow

**Service Catalog Management**

- Ensure ongoing management of the service catalog
- Ensure service owners have adequate resources to document services using best practices to meet the needs of the organizations and functions they are intended to support
- Arbitrate disputes over the allocation of responsibilities and sponsor the communication campaign to promote awareness and acceptance of the service catalog management process
- Provide the description, process objectives, and metrics to measure success and obtain formal approvals for the service catalog, related management processes, and associated procedures
- Ensure accurate and timely oversight of the service catalog to ensure its relevance in support of the ever-changing needs of the business
Knowledge Management

- Accept/reject and categorize knowledge proposals
- Accept/reject knowledge articles
- Publish articles and flag for public use when appropriate
- Facilitate review of expired and suspended knowledge articles
- Ensure editorial compliance for public knowledge articles
- Assign article owner
- Monitor knowledge article lifecycle and timeliness
- Sample feedback and ratings
- Collaborate with problem manager and problem response team on known errors and workarounds

Additional duties during a revision to the service management system

- Work with the process owner to create unit-specific requirements
- Assist in writing unit-specific stories and acceptance criteria
- Assist in timing of releases
- Assist in creating user acceptance testing
- Assist in coordinating unit training needs and logistics

Problem Management

- Review incident and configuration management reports and trends for problems
- Collaborate with service owners on problems
- Convene problem response team when needed (if the incident spawning the problem is major, the problem manager will collaborate with the incident manager to bridge/merge the problem response team and the major incident response team)
- Perform routine reviews of open problems to ensure problems do not remain open unnecessarily
- Include the problem response team in reviews as needed
- Collaborate with the knowledge manager to review known errors and workarounds in knowledge base