

## ITIL Roles Descriptions

Role	Description
Process Liaison	Provide a single point of contact for one or more IT Service Management process(es). Represent ABC interests with ABC Service Management teams. Provide the authority or ability to make changes in the process as required, and manage process(es) end-to-end so as to ensure optimal overall performance.
Incident Analyst	Provides a specialist skill or support role to receive Incidents that cannot be resolved by ABC or ABC Service Desks. Investigate and coordinate resolution and recovery actions for assigned Incidents.
Operations Assurance Analyst	Responsible for auditing operational processes and staff actions to ensure desired standards and established practices and policies are being used. Coordinates activities to ensure new solutions are ready for production operations.
Infrastructure Solution Architect	Handles requests for customized operational solutions. Consults with ABC and ABC staff to identify solution requirements. Coordinates solution build activities with Release Analyst.
Problem Manager	Responsible for reviewing problem trends and proactively taking actions to identify problems and remove errors for a department or business unit.
Problem Owner	Provides a single point of contact for one or more problems and is responsible for ownership and coordination of actions of those problems to analyze for root cause, identify Known Error and coordinating actions to remove the error.
Change Manager	Provides a single point of contact and is responsible for coordinating all change functions within ABC
Change Owner	Provide ABC single point of contact for requesting a change - submits requests for changes (RFCs) and assembles submission packages and represents business unit or area interests regarding the change being requested. This role starts with the RFC submission to Change management and ends once the Change has been successfully implemented or permanently rejected.
CAB Member	Represents an IT unit, department or other area within ABC that will be impacted by a change.
Release Analyst	Implements one or more IT changes, upgrades, releases or installations.
Test Manager	Primary role is to ensure that proper testing occurs for all changes released into the production environments managed by ABC.
Configuration Librarian	Responsible for maintaining up-to-date (and historical) records of configuration items under ABC management.

<b>Role</b>	<b>Description</b>
Service Manager	Represents all ABC provided services to ABC and is responsible for all Service Support and Service Delivery actions taken to ensure they meet ABC business needs and IT Requirements. Responsible for overall ABC Customer Satisfaction.
Service Owner	Represents an ABC provided service (or set of services) to ABC and is responsible for all Service Level Management activities for that (Those) services.
Service Analyst	Administrative support role to handle tasks that gather service data, administer service reporting tools, administer service catalog maintenance, assemble and produce service reports and any other tasks that assist ABC IT Service Management efforts.
Business Liaison	Single point of contact for one or more ABC business units to represent IT services.
Service Availability Manager	This role has prime responsibility for maintaining the availability and reliability of IT services to ensure that IT can effectively meet service targets in accordance with planned business objectives.
Availability Architect	Analyze existing availability issues and problems to determine ways to improve availability at acceptable cost levels. Determine availability requirements for new IT solutions and service changes.
Capacity Manager	Ensure that adequate IT capacity exists to meet required levels of service and that IT management is correctly advised on how to cost effectively match capacity and demand. Oversee and coordinate implementation and maintenance of the Capacity Management process and activities throughout the IT organization.
Performance and Capacity Analyst	Analyze capacity and performance issues to determine ways to improve capacity and performance at acceptable cost levels.
IT Service Continuity Manager	Coordinate all IT Service Continuity Management (ITSCM) activities between ABC and the ABC organization to ensure timely recovery of IT services within business guidelines.
IT Financial Manager	This role is responsible for providing cost effective stewardship of ABC IT assets and resources used to provide IT services.
IT Financial Administrator	Provide tasks that gather cost and budget data, administer financial reporting tools, maintain cost models, assemble and produce financial reports and any other tasks that assist the ABC Financial Management process.
Security Administrator	Provide operational support for ABC Security Management functions.
Operations Manager	This role manages day-to-day infrastructure operations to provide delivery of systems and services in order to meet or exceed agreed services levels.

<b>Role</b>	<b>Description</b>
Systems Administrator	Administers and maintains infrastructure devices such as servers, hosts and networking devices to ensure proper operation and availability.
Systems Operator	Responsible for performing all operational processes and procedures, ensuring that all services and infrastructure meet their operational targets.
Systems Scheduler	Responsible for the management and control of all aspects of the scheduling, monitoring and control of operational workloads.
Storage Analyst	Responsible for the management and control of storage media, backup and recovery schedules, testing, storage planning, allocation, monitoring and decommissioning.
Asset Administrator	Responsible for tracking and control of physical IT assets in the infrastructure.
License Administrator	Responsible for tracking and control of software licenses in the infrastructure.
Supplier Liaison	Provide single point of contact interface between ABC service needs and one or more assigned vendor suppliers.
Procurement Analyst	Processes requests for procuring hardware, software and services from 3 <sup>rd</sup> party vendor suppliers.
Training Administrator	Coordinate training activities for ABC operations staff. Coordinate training activities for ABC personnel and customers if requested.
Physical Site Engineer	Identify needed physical site requirements and communicate these to ABC and their physical site suppliers.
Hardware Engineer	Maintain physical hardware for proper operation and coordinate installations, moves and repairs with 3 <sup>rd</sup> party vendors where necessary.

<b>Process Liaison</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Provide a single point of contact for one or more IT Service Management process(es). Represent ABC interests with ABC Service Management teams. Provide the authority or ability to make changes in the process as required, and manage process(es) end-to-end so as to ensure optimal overall performance.</p>	<ul style="list-style-type: none"> <li>• Communicate the organizational vision and the process's strategic goals to business units and IT organizations</li> <li>• Identify and assimilate similar and/or overlapping activities/initiatives within IT</li> <li>• Coordinate inter-process changes with other process owners</li> <li>• Provide process ownership through design, implementation and continuous improvement activities in the process life cycle</li> <li>• Work with all functions within the IT community to ensure processes are executed as designed and measured accurately and completely</li> <li>• Ensure alignment of the process to the corporate and IT strategy</li> <li>• Create a new environment by displaying a motivational impatience for results (be a behavior change leader)</li> <li>• Publicize activities and build commitment and consensus around Process Management activities</li> <li>• Facilitate resolution of interface problems with other process owners</li> <li>• Communicate with and manage the expectations of customers of IT Services</li> </ul>

<b>Incident Analyst</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Provides a specialist skill or support role to receive Incidents that cannot be resolved by ABC or ABC Service Desks. Investigate and coordinate resolution and recovery actions for assigned Incidents.</p>	<ul style="list-style-type: none"> <li>• Analyzes incidents to identify service restoration actions to be taken</li> <li>• Assists with classification and prioritization of incidents</li> <li>• Assists others with identifying the impact of incidents</li> <li>• Takes incident resolution actions to restore service to customers</li> <li>• Monitoring Incident details, including the Configuration Items affected</li> <li>• Incident investigation and diagnosis (including resolution where possible)</li> <li>• Detection of possible Problems and the assignment of them to the Problem Management team for them to raise Problem records</li> <li>• The resolution and recovery of assigned Incidents</li> <li>• Participation in audit activities related to the Incident Management process</li> <li>• Monitoring the status and progress towards resolution of assigned Incidents</li> <li>• Keeping affected business partners informed about progress</li> <li>• Escalating the process as necessary per established escalation policies</li> </ul>

<b>Operations Assurance Analyst</b>	
Description	Key Activities
Responsible for auditing operational processes and staff actions to ensure desired standards and established practices and policies are being used. Coordinates activities to ensure new solutions are ready for production operations.	<ul style="list-style-type: none"> <li>• Understanding current incident classification and prioritization criteria</li> <li>• Conducting periodic and regular audits of incident tickets</li> <li>• Identifying incident ticket audit failures to Incident Management staff</li> <li>• Producing audit reports on Incident quality</li> <li>• Produces scorecards and KPI metrics reporting for service and process quality</li> <li>• Coordinates activities to ensure that new solutions can be deployed and operated before they are put into production</li> </ul>

<b>Infrastructure Solution Architect</b>	
Description	Key Activities
Handles requests for customized operational solutions. Consults with ABC and ABC staff to identify solution requirements. Coordinates solution build activities with Release Analyst.	<ul style="list-style-type: none"> <li>• Consults with TrasnUnion or other ABC personnel to identify requirements to solve IT or business issues</li> <li>• Identifies solution designs</li> <li>• Validate that built solution meets the criteria and specifications identified for it with Release Analyst</li> <li>• Coordinates estimates of solution build and ongoing costs with IT Financial Analyst</li> <li>• Responds to requests for customized operational services when necessary</li> </ul>

<b>Problem Manager</b>	
<b>Description</b>	<b>Key Activities</b>
Responsible for reviewing problem trends and proactively taking actions to identify problems and remove errors for a department or business unit.	<ul style="list-style-type: none"> <li>• Produces Problem Management reports and management information</li> <li>• Identifies trends and potential Problem sources (by reviewing Incident and Problem analyses)</li> <li>• Prevents the replication of Problems across multiple systems</li> <li>• Reviews the efficiency and effectiveness of the Problem control process</li> <li>• Coordinates meetings to resolve problems</li> <li>• Maintains inventory of problems under analysis and their current progress and status</li> <li>• Follows up issues and progress with problem owners where necessary</li> <li>• Identifies resources needed to resolve problems</li> <li>• Assigns the Problem Owner</li> <li>• Monitors the effectiveness of error control and makes recommendations for improvements</li> <li>• Develops and maintains Problem and error control systems</li> <li>• Reviews the efficiency and effectiveness of proactive Problem Management activities</li> </ul>

<b>Problem Owner</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Provides a single point of contact for one or more problems and is responsible for ownership and coordination of actions of those problems to analyze for root cause, identify Known Error and coordinating actions to remove the error.</p>	<ul style="list-style-type: none"> <li>• Reviews Incident data to analyze assigned problems</li> <li>• Investigates assigned problems through to resolution or error identification</li> <li>• Coordinates actions of others as necessary to assist with analysis and resolution actions for problems and Known Errors</li> <li>• Raises RFCs to clear errors</li> <li>• Monitors progress on the resolution of Known Errors and advises Incident Management staff on the best available Work-Around for Incidents related to unresolved Problems/ Known Errors</li> <li>• Assists with the handling of major Incidents and identifying the root causes</li> </ul>

## Change Manager

Description	Key Activities
<p>Provides a single point of contact and is responsible for coordinating all change functions within ABC</p>	<ul style="list-style-type: none"><li>• Receive, log and allocate a priority, in collaboration with the initiator, to all RFCs Reject any RFCs that are totally impractical</li><li>• Circulate all RFCs to ABC CAB members in advance of meetings to allow prior consideration</li><li>• Decide which people will come to which meetings, who get specific RFCs depending on the nature of the RFC, what is to be changed, and people's areas of expertise</li><li>• Convene urgent CAB or CAB/EC meetings for all urgent RFCs</li><li>• Represent ABC at all ABC CAB and CAB/EC meetings</li><li>• After consideration of the advice given by the CAB or CAB/EC, authorize acceptable Changes</li><li>• Identify the Forward Schedule of Changes (FSC) for ABC changes</li><li>• Coordinate with all necessary parties to perform Change building, testing and implementation, in accordance with schedules</li><li>• Update the Change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality</li><li>• Review all implemented Changes to ensure that they have met their objectives. Refer back any that have been backed out or have failed</li><li>• Review all outstanding ABC RFCs awaiting consideration or awaiting action</li><li>• Close ABC RFCs</li><li>• Produce regular and accurate management reports on ABC changes</li></ul>

<b>Change Owner</b>	
Description	Key Activities
Provide ABC single point of contact for requesting a change - submits requests for changes (RFCs) and assembles submission packages and represents business unit or area interests regarding the change being requested. This role starts with the RFC submission to Change management and ends once the Change has been successfully implemented or permanently rejected.	<ul style="list-style-type: none"> <li>• Fills out RFC form</li> <li>• Assembles submission packages for Changes</li> <li>• Ensures requirements for Changes have been provided and provides documentary proof</li> <li>• Single point of contact to the Change Management process to represent the request of an assigned change</li> <li>• Responds to issues regarding coordination and approval of the change as necessary</li> <li>• Responsible for verifying that the change has been implemented successfully</li> </ul>

<b>CAB Member</b>	
Description	Key Activities
Represents an IT unit, department or other area within ABC that will be impacted by a change.	<ul style="list-style-type: none"> <li>• Reviews all submitted RFCs as appropriate and provide details of their likely impact, the implementation resources, and the ongoing costs of all Changes</li> <li>• Attend all relevant ABC CAB or CAB/EC meetings Consider all Changes on the agenda and give an opinion on which Changes should be authorized Participate in the scheduling of all Changes</li> <li>• (CAB/EC only) Be available for consultation should an Emergency Change be required</li> <li>• Provide advice to Change Management on aspects of proposed Emergency Changes</li> </ul>

<b>Release Analyst</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Implements one or more IT changes, upgrades, releases or installations.</p>	<ul style="list-style-type: none"> <li>• Publish a build plan</li> <li>• Publish a testing and deployment plans</li> <li>• Conduct release plan reviews where necessary</li> <li>• Participate in release control gates (as needed)</li> <li>• Develop installation scripts</li> <li>• Develop configuration scripts</li> <li>• Develop roll back procedures</li> <li>• Develop release procedures</li> <li>• Develop test scripts and participate in testing readiness reviews</li> <li>• Develop bill of materials</li> <li>• Communicate release status and disposition</li> <li>• Participate in CAB meeting</li> <li>• Deploy release</li> <li>• Communicate release status</li> <li>• Update Master Release Calendar &amp; Forward Schedule Of Changes</li> <li>• Secure software in Definitive Software Libraries</li> <li>• Participate in Post Implementation Review (PIR)</li> <li>• Ensure that all Customer, support staff and Service Desk staff are trained and provided with the appropriate documentation and information where needed</li> </ul>

<b>Test Manager</b>	
<b>Description</b>	<b>Key Activities</b>
Primary role is to ensure that proper testing occurs for all changes released into the production environments managed by ABC.	<ul style="list-style-type: none"><li>• Work closely with Release Analysts</li><li>• Review releases and assign appropriate release testing tasks</li><li>• Compiles and Review the Testing Deliverables</li><li>• Conduct installation procedure tests</li><li>• Conduct functional testing</li><li>• Conduct performance testing</li><li>• Conduct integration testing</li><li>• Conduct user acceptance testing</li><li>• Conduct operational readiness testing</li><li>• Conduct back out testing</li><li>• Conduct supporting documentation review</li><li>• Compile test results</li><li>• Conduct release test review</li><li>• Conduct post release testing</li><li>• Validate and communicate results of testing activities</li></ul>

<b>Configuration Librarian</b>	
<b>Description</b>	<b>Key Activities</b>
Responsible for maintaining up-to-date (and historical) records of configuration items under ABC management.	<ul style="list-style-type: none"> <li>• Assist ABC in planning for Configuration Management databases and activities</li> <li>• Identify Configuration Items under ABC management</li> <li>• Control Configuration Item information</li> <li>• Perform status accounting</li> <li>• Perform verification and audit of Configuration Management databases</li> <li>• Provide management information about Configuration Management quality and operations</li> <li>• Maintain quality of CI information entered into ABC CI Databases</li> <li>• Collect information about the current state of CIs</li> <li>• Receive and obtain announcements of significant changes in the state or condition of CIs</li> <li>• Respond to requests for CI changes and updates from Change Management</li> <li>• Provide CI information upon request</li> </ul>

<b>Service Manager</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Represents all ABC provided services to ABC and is responsible for all Service Support and Service Delivery actions taken to ensure they meet ABC business needs and IT Requirements. Responsible for overall ABC Customer Satisfaction.</p>	<ul style="list-style-type: none"> <li>• Enable and champion an IT service culture</li> <li>• Oversee development of ITSM-based management processes and controls to ensure quality is maintained to meet business objectives</li> <li>• Champion and promote service improvements on an ongoing basis to continually improve quality and customer satisfaction with IT services</li> <li>• Maintain day to day responsibility for the ownership and resolution (including any referral or escalation as may be necessary) of Service Management issues which arise in connection with ITSM Services</li> <li>• Review service metrics (KPIs) that identify the success of the services being utilized to recommend and coordinate implementation of changes to ITSM services to improve metrics</li> <li>• Co-ordinate inter-process changes with process owners</li> <li>• Ensure alignment of ITSM solutions to ABC and ABC business needs</li> <li>• Create and maintain the catalog description of existing services offered by ABC</li> <li>• Formulate, agree and maintain an appropriate SLM structure for the Service Delivery</li> <li>• Ensure appropriate OLAs/SLAs in place to support any new services</li> <li>• Analyze and review actual service performance against SLAs and OLAs</li> <li>• Provide regular reports on service performance and achievement to ABC</li> <li>• Review SLA targets and metrics where necessary</li> <li>• Review OLA targets and metrics where necessary</li> <li>• Review third party underpinning agreements where necessary</li> </ul>

	<ul style="list-style-type: none"> <li>• Agree appropriate actions to maintain or improve service levels</li> <li>• Initiate and coordinate actions to maintain or improve service levels</li> <li>• Provide oversight to ABC Service Owners</li> </ul>
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<b>Service Owner</b>	
<b>Description</b>	<b>Key Activities</b>
Represents an ABC provided service (or set of services) to ABC and is responsible for all Service Level Management activities for that (Those) services.	<ul style="list-style-type: none"> <li>• Provide input for maintaining the catalog description of existing services offered by ABC</li> <li>• Assist with actions to negotiate, agree and maintain SLAs in conjunction with ABC</li> <li>• Assist with actions to negotiate, agree and maintain OLAs within ABC IT support areas and business units</li> <li>• Analyze and review actual service performance against SLAs and OLAs for service areas under scope</li> <li>• Provide input and assist in development of regular reports on service performance and achievement to the Service Manager</li> <li>• Review SLA targets and metrics where necessary</li> <li>• Review OLA targets and metrics where necessary</li> <li>• Review third party underpinning agreements where necessary</li> <li>• Identify appropriate actions to maintain or improve service levels</li> <li>• Initiate and coordinate actions to maintain or improve service levels</li> <li>• Act as a coordination point for any temporary changes to service levels</li> </ul>

<b>Service Analyst</b>	
Description	Key Activities
Administrative support role to handle tasks that gather service data, administer service reporting tools, administer service catalog maintenance, assemble and produce service reports and any other tasks that assist ABC IT Service Management efforts.	<ul style="list-style-type: none"> <li>• Administer Service Reporting support tools</li> <li>• Assemble and produces Service reports</li> <li>• Handle ad-hoc requests for Service status or one-time information retrieval/reports</li> <li>• Manage service reporting communication distribution lists</li> <li>• Gather service data as needed for reporting and communications</li> </ul>

<b>Business Liaison</b>	
Description	Key Activities
Single point of contact for one or more ABC business units to represent IT services.	<ul style="list-style-type: none"> <li>• Act as a single point of contact for one or more ABC IT departments and/or Business Units</li> <li>• Identify service needs for the TrasnUnion Units represented to IT</li> <li>• Escalate TrasnUnion Unit(s) service issues to the Service Manager</li> <li>• Communicate service status on service issues to the TrasnUnion Unit(s)</li> <li>• Assist in SLA negotiation efforts with ABC Unit(s)</li> <li>• Report on quality of services rendered to TrasnUnion Unit(s)</li> </ul>

<b>Service Availability Manager</b>	
<b>Description</b>	<b>Key Activities</b>
<p>This role has prime responsibility for maintaining the availability and reliability of IT services to ensure that IT can effectively meet service targets in accordance with planned business objectives.</p>	<ul style="list-style-type: none"> <li>• Optimize the availability of the IT infrastructure to deliver cost effective improvements that deliver tangible benefits to business units and customers</li> <li>• Provide a range of IT availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis</li> <li>• Provide holistic management of availability that includes people and processes as well as technology</li> <li>• Take actions to achieve reductions in frequency and duration of incidents that impact IT availability</li> <li>• Ensure shortfalls in IT availability are recognized and appropriate corrective actions are identified and progressed</li> <li>• Create and maintain a forward looking availability plan aimed at improving the overall availability of IT services and infrastructure components to ensure that existing and future availability requirements can be met</li> <li>• Provide regular reports on availability to the Service Manager</li> <li>• Organize and maintain a regular availability review process with both key business and IT representatives</li> <li>• Agree appropriate actions to maintain or improve availability levels</li> <li>• Initiate and coordinate actions required to maintain or improve availability across IT units</li> <li>• Act as a coordination point for changes to availability levels when needed</li> </ul>

<b>Availability Architect</b>	
<b>Description</b>	<b>Key Activities</b>
Analyze existing availability issues and problems to determine ways to improve availability at acceptable cost levels. Determine availability requirements for new IT solutions and service changes.	<ul style="list-style-type: none"> <li>• Determine the availability requirements from the business for new or enhanced IT services</li> <li>• Create availability and recovery design criteria to be applied to new or enhanced infrastructure design</li> <li>• Ensure the levels of IT availability required are cost justified</li> <li>• Document availability blueprints and designs as needed</li> <li>• Establish measures and reporting that reflect business, user and IT support organization requirements</li> <li>• Monitor actual availability achieved versus targets and to ensure shortfalls are addressed</li> <li>• Participate in Change Control meetings to assess and authorize changes from an availability perspective</li> <li>• Conduct availability risk assessment for existing services</li> <li>• Assist in SLA negotiation efforts from an availability capability standpoint</li> <li>• Define the key targets of availability required for the IT infrastructure and its components that underpin a new or enhanced IT service as the basis for an SLA agreement</li> <li>• Analyze and review actual availability levels achieved against SLAs and OLAs and UCs</li> <li>• Maintain an awareness of technology advancements and best practices that support availability</li> <li>• Gather availability data as needed for reporting and communications</li> </ul>

<b>Capacity Manager</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Ensure that adequate IT capacity exists to meet required levels of service and that IT management is correctly advised on how to cost effectively match capacity and demand. Oversee and coordinate implementation and maintenance of the Capacity Management process and activities throughout the IT organization.</p>	<ul style="list-style-type: none"> <li>• Produce capacity plans in line with ABC and ABC business planning cycles; identifying requirements early enough to accommodate procurement and approval lead times</li> <li>• Document need for increases and reductions in hardware based on service level requirements, targets and cost constraints</li> <li>• Provide regular management reports which include current usage of resources, trends and forecasts</li> <li>• Coordinate and oversee performance testing of new systems and solutions</li> <li>• Provide holistic management of capacity that includes people and processes as well as technology</li> <li>• Oversee decisions and actions to utilize Demand Management for controlling capacity when necessary</li> <li>• Ensure shortfalls in capacity are recognized and appropriate corrective actions are identified and progressed on a timely basis</li> <li>• Create and maintain forward looking capacity forecasts to predict future hardware/software spend</li> <li>• Provide regular reports on capacity to the Availability Manager</li> <li>• Organize and maintain a regular capacity review process</li> <li>• Agree appropriate actions to maintain or improve capacity levels</li> <li>• Initiate and coordinate actions required to maintain or improve capacity across IT units</li> <li>• Act as a coordination point for changes to capacity levels when needed</li> </ul>

<b>Performance and Capacity Analyst</b>	
<b>Description</b>	<b>Key Activities</b>
Analyze capacity and performance issues to determine ways to improve capacity and performance at acceptable cost levels.	<ul style="list-style-type: none"> <li>• Size all proposed new systems to determine computer and network resources required taking into account hardware utilizations, performance service targets and cost implications</li> <li>• Report on performance against service targets contained in Service Level Agreements</li> <li>• Model impacts of changes in business volumes and new technologies to predict needed capacity</li> <li>• Translate business events and drivers into IT workloads and volumes</li> <li>• Determine performance targets and service levels that are achievable and cost justified</li> <li>• Conduct ad-hoc performance and capacity and performance studies on request</li> <li>• Analyze and review actual Capacity levels achieved against SLAs and OLAs and UCs</li> <li>• Provide a range of IT capacity reporting to ensure that agreed levels of capacity and performance are measured and monitored on an ongoing basis</li> <li>• Monitor actual capacity usage versus targets and to ensure shortfalls are addressed</li> <li>• Participate in Change Control meetings to assess and authorize changes from a capacity and performance perspective</li> <li>• Gather capacity and performance data as needed for reporting and communications</li> <li>• Maintain and examine logs, journals and system state histories</li> <li>• Determine system performance under natural and artificial conditions</li> </ul>

<b>IT Service Continuity Manager</b>	
<b>Description</b>	<b>Key Activities</b>
<p>Coordinate all IT Service Continuity Management (ITSCM) activities between ABC and the ABC organization to ensure timely recovery of IT services within business guidelines.</p>	<ul style="list-style-type: none"> <li>• Ensure that ITSCM planning information is kept current and up to date used by all parts of the ITSCM process</li> <li>• Develop and manage the ITSCM Plan to ensure that agreed recovery objectives of the business can be achieved</li> <li>• Ensure that all local Technical Center IT Service areas are prepared and able to respond to an invocation of the Continuity Plan</li> <li>• Maintain a comprehensive IT Continuity Testing Plan and Schedule</li> <li>• Participate in negotiation and management activities with providers of third party recovery services when necessary</li> <li>• Support the delivery of IT services when invocation of continuity plans have occurred including: <ul style="list-style-type: none"> <li>▪ Coordination with crisis control teams</li> <li>▪ Invocation of appropriate recovery facilities</li> <li>▪ Resource management, direction and arbitration</li> <li>▪ Recovery site management and return to normal site operations</li> </ul> </li> <li>• Participate in negotiations, agreement and maintenance of OLAs within ABC that involve continuity processing services</li> <li>• Participate in Change Control meetings to assess and authorize changes from an ITSCM perspective and ensuring proposed changes do not compromise ITSCM plans and capabilities</li> <li>• Provide regular reports on continuity readiness, test results and other related issues to the IT Service Manager</li> <li>• Develop and coordinate IT Service Continuity awareness, training and communication activities</li> </ul>

## IT Financial Manager

Description	Key Activities
<p>This role is responsible for providing cost effective stewardship of ABC IT assets and resources used to provide IT services.</p>	<ul style="list-style-type: none"><li>• Develop IT account plans and investment cases when needed by ABC and/or ABC</li><li>• Manage the ABC budget</li><li>• Prepare ABC budget forecasts and assist other organizations, when necessary, in preparing the IT elements of their budgets</li><li>• Report regularly on budget conformance to ABC management</li><li>• Identify budget conformance issues to ABC management</li><li>• Provide close support to Service Level, Availability, Capacity and IT Service Continuity management processes during budgeting and IT investment planning</li><li>• Produce IT financial plans in line with business planning cycles, identifying financial needs early enough to accommodate procurement and approval lead times</li><li>• Participate in Change Control meetings to assess and authorize changes from an IT Financial perspective</li><li>• Manage and operate IT billing operations</li><li>• Resolve billing disputes when they arise</li><li>• Conduct periodic internal audits of IT financial performance</li><li>• Assist with external audits of IT financial performance when requested by other corporate organizations</li><li>• Ensure IT charges and billings are accurate and truly reflect the services delivered</li></ul>

<b>IT Financial Administrator</b>	
Description	Key Activities
Provide tasks that gather cost and budget data, administer financial reporting tools, maintain cost models, assemble and produce financial reports and any other tasks that assist the ABC Financial Management process.	<ul style="list-style-type: none"> <li>• Administer ABC billing operations</li> <li>• Gather cost and budget data when requested</li> <li>• Assemble budget, accounting and charging reports</li> <li>• Develop suitable IT cost models</li> <li>• Assist in developing cost/benefit cases for IT investments</li> <li>• Advise management on the cost-effectiveness of IT solutions</li> <li>• Assist with external audits when requested</li> <li>• Conduct ad-hoc performance and IT Financial studies on request from ABC or ABC</li> <li>• Analyze and break down IT infrastructures into cost components and categories</li> <li>• Communicate the impacts of planned IT investments</li> </ul>

<b>Security Administrator</b>	
Description	Key Activities
Provide operational support for ABC Security Management functions.	<ul style="list-style-type: none"> <li>• Administer security tools</li> <li>• Maintain security escalation and contact lists</li> <li>• Maintain security logs</li> <li>• Collect and summarize security events and data</li> <li>• Assemble and produce security reports</li> </ul>

## Operations Manager

Description	Key Activities
<p>This role manages day-to-day infrastructure operations to provide delivery of systems and services in order to meet or exceed agreed services levels.</p>	<ul style="list-style-type: none"><li>• Single point of ownership for effective provision of systems and services to customers</li><li>• Oversee operational activities and services for one or more operational delivery centers</li><li>• Proactively identify and implement service improvements in operational delivery centers</li><li>• Approve acceptance into production of new systems and services</li><li>• Maintain the Operations Technical Library</li><li>• Ensure BCP/DR plans are compatible with operational delivery center operations and that plans are tested on a regular basis</li><li>• Manage and develop all operational center staff</li><li>• Oversee recruitment of operational staff</li><li>• Manage operational center budget</li><li>• Approve procurement of new CIs that will reside in the operational center</li><li>• Provide service reports on operational delivery center performance and quality</li></ul>

## Systems Administrator

Description	Key Activities
Administers and maintains infrastructure devices such as servers, hosts and networking devices to ensure proper operation and availability.	<ul style="list-style-type: none"><li>• Control and administer hardware and operating software configurations</li><li>• Monitor devices for proper operation and performance</li><li>• Apply vendor provided maintenance to devices</li><li>• Detect, diagnose, isolate and correct device operational failures</li><li>• Support Incident and Problem Management activities with device expertise and troubleshooting</li><li>• Maintain awareness of new technologies that might enhance device operation, capacity and performance</li></ul>

## Systems Operator

Description	Key Activities
<p>Responsible for performing all operational processes and procedures, ensuring that all services and infrastructure meet their operational targets.</p>	<ul style="list-style-type: none"><li>• Operate and implement all operational infrastructure and procedures</li><li>• Participate in incident and problem support activities when requested</li><li>• Investigate, diagnose, and take prescribed actions on all operational events, alarms and incidents</li><li>• Monitor all operations and services to ensure service quality is being delivered on a daily basis</li><li>• Maintain operational logs and journals on all events, warnings, alerts and alarms, recording and classifying all messages; maintain all operational data collection procedures, mechanisms and tools</li><li>• Maintain all operational documentation, processes, management and diagnostic tools and spares, ensuring that spares are maintained at the agreed levels</li><li>• Ensure that all routine maintenance tasks are completed on all operational infrastructures</li><li>• Ensure that all infrastructure equipment is maintained according to policies and recommendations and perform regular checks on environmental equipment and conditions</li></ul>

## Systems Scheduler

Description	Key Activities
Responsible for the management and control of all aspects of the scheduling, monitoring and control of operational workloads.	<ul style="list-style-type: none"><li>• Prepare and maintain day-to-day workload schedules in line with scheduling guidelines</li><li>• Ensure that operational workloads are run according to their defined schedules</li><li>• Process ad hoc workload requests when requested and approved</li><li>• Administer scheduling tools and infrastructure</li><li>• Develop and maintain all necessary operational scheduling documentation</li><li>• Produce workload scheduling reports that report results of schedules and job runs in a timely fashion</li></ul>

<b>Storage Analyst</b>	
Description	Key Activities
Responsible for the management and control of storage media, backup and recovery schedules, testing, storage planning, allocation, monitoring and decommissioning.	<ul style="list-style-type: none"> <li>• Interface with Availability, Capacity, Security and IT Service Continuity Management to ensure that all requirements are met by current backup and recovery policies</li> <li>• Develop and manage a Data Retention Policy that is compliant with legal and regulatory requirements</li> <li>• Implement and administer backup and recovery packages and tools</li> <li>• Procure magnetic tapes, diskettes, cartridges, paper, microfiche and all other media and devices when required</li> <li>• Manage and maintain media pick lists and vaulting mechanisms</li> <li>• Establish and maintain a clear physical identification system for media for easy identification</li> <li>• Monitor backup jobs and schedules to ensure these take place without error</li> </ul>

<b>Asset Administrator</b>	
Description	Key Activities
Responsible for tracking and control of physical IT assets in the infrastructure.	<ul style="list-style-type: none"> <li>• Assist with procurement of IT assets when requested</li> <li>• Tag and track all IT assets, their locations and owners</li> <li>• Administer the Asset Management Database and the Asset Inventory</li> <li>• Perform asset disposal tasks in line with corporate asset policies</li> <li>• Perform periodic asset discovery and audit tasks</li> <li>• Receive assets and ensure delivery to correct locations</li> <li>• Coordinate asset setup and teardown activities when requested</li> </ul>

## License Administrator

Description	Key Activities
Responsible for tracking and control of software licenses in the infrastructure.	<ul style="list-style-type: none"><li>• Handle procurement of software licenses when requested</li><li>• Track all software licenses, their usage and owners</li><li>• Administer the License Management Database</li><li>• Perform procurement tasks for software licenses</li><li>• Assist with software license audit activities when requested</li><li>• Ensure licenses are compliant with vendor usage specifications</li><li>• Interface with Release Management activities and policies</li></ul>

<b>Supplier Liaison</b>	
Description	Key Activities
Provide single point of contact interface between ABC service needs and one or more assigned vendor suppliers.	<ul style="list-style-type: none"> <li>• Act as a single point of contact for one or more ABC vendor suppliers</li> <li>• Monitor vendor services to ensure they are meeting supplier service targets and commitments</li> <li>• Identify ABC service needs to assigned vendors</li> <li>• Support procurement, negotiation and contracting activities related to assigned vendors</li> <li>• Escalate ABC service issues to assigned vendor(s)</li> <li>• Coordinate resolution of service issues with assigned vendor(s)</li> <li>• Communicate status on service issues to ABC as needed</li> <li>• Communicate service targets to assigned vendor(s)</li> <li>• Report on quality of vendor services rendered to ABC</li> </ul>

<b>Procurement Analyst</b>	
Description	Key Activities
Processes requests for procuring hardware, software and services from 3 <sup>rd</sup> party vendor suppliers.	<ul style="list-style-type: none"> <li>• Receive requests for product and services procurements</li> <li>• Prepare contracts for ABC suppliers</li> <li>• Coordinate contract approvals</li> <li>• Monitor for delivery of contracted services within budget and time constraint guidelines</li> <li>• Validate vendor quality (i.e. credit worthiness, product quality, etc.)</li> <li>• Validate procurement requests against available budgets</li> <li>• Negotiate vendor pricing and terms of conditions</li> <li>• Communicate status of procurement activities</li> </ul>

<b>Training Administrator</b>	
Description	Key Activities
Coordinate training activities for ABC operations staff. Coordinate training activities for ABC personnel and customers if requested.	<ul style="list-style-type: none"> <li>• Identify skills gaps and training needs</li> <li>• Coordinate activities to build training</li> <li>• Coordinate activities to conduct training</li> <li>• Coordinate activities to schedule personnel for training</li> <li>• Assist procurement activities with training needs and requirements</li> <li>• Validate that personnel scheduled for training actually took the training</li> <li>• Validate that training was conducted successfully</li> <li>• Provide guidance and insight around best practices for training</li> </ul>

<b>Physical Site Engineer</b>	
Description	Key Activities
Identify needed physical site requirements and communicate these to ABC and their physical site suppliers.	<ul style="list-style-type: none"> <li>• Identify physical site requirements needed to support ABC IT solutions</li> <li>• Plan for appropriate electrical power, floor space, heating/cooling, equipment clearance, weight tolerance and the overall physical environment</li> <li>• Identify requirements in compliance with local building codes and policies</li> <li>• Communicate physical site requirements to ABC suppliers</li> <li>• Document physical site blueprints and cable diagrams as necessary</li> </ul>

## Hardware Engineer

Description	Key Activities
Maintain physical hardware for proper operation and coordinate installations, moves and repairs with 3 <sup>rd</sup> party vendors where necessary.	<ul style="list-style-type: none"><li>• Perform and/or coordinate IT equipment setup and breakdown activities</li><li>• Monitor hardware maintenance levels and coordinate updates with vendor suppliers when necessary</li><li>• Inspect physical hardware for proper operation</li><li>• Apply cabling and power on/reset to prepare hardware for proper operation</li><li>• Coordinate physical equipment installation, moves and repairs with 3<sup>rd</sup> party vendors as needed</li><li>• Ensure hardware is placed and operated in an environment that is in compliance with vendor standards for proper operation</li></ul>