

# Process Owner – Roles and Responsibilities

## Objective of the Role

- Take ownership over the Process to establish accountability
- Ensure there is a balance between the key components of a good Service Management environment: People, Technology (Tool), Process and Steering

## Responsibilities

- Ensuring that the Process and Governance Structure is fit-for-purpose
- Defining the Business Case for the process
- Ensuring there is optimal fit between people, process, technology (tool) and steering
- Ensuring proper Key Performance Indicators are set
- Ensuring quality reports are produced, distributed, and utilised
- Integrating the Process into the line organisation.
- Taking a 'helicopter view', overseeing and ensuring integration between the specific Process and other Service Management processes.
- Staying informed about developments of the business of Reuters
- Staying informed about new ICT and / or ITIL developments

## Activities

- Analyze and distribute reports
- Review proposed changes to the Process and Governance structure
- Initiate improvements in the tool, process, steering mechanisms, and people
- Review integration issues between the various processes
- Communicate changes to the Process and Governance Structure
- Promote the Service Management vision to board level / Senior Management
- Function as a point of escalation when required
- Approve and initiate training when required
- Recruit and coach staff to support the Process where needed
- Attend board level management meetings to assess the impact of organisational decisions on the process environment
- Schedule and attend meetings according to the Process and Governance Structure

## Authority

- Has the authority to approve proposed changes to the Process and Governance Structure
- Cannot enforce the use of the Process, but can escalate any breaches to board level management
- Can organise training for IT employees and can nominate staff, he/she cannot oblige any staff to follow training, but can escalate to line management should training be required
- Will negotiate with the relevant Process Owner if there is a conflict between processes
- Has the authority over Process staff where process activities are concerned
- Can initiate research into changing tooling, however, the tool owner is responsible for the tool and will have the final say
- Will negotiate with the relevant Process Owner if there is a conflict between processes