Service Management

Encompasses processes and activities involved in designing, delivering, managing, and improving IT services.

Service Catalog Management
Creation and maintenance of a catalog of all live IT services, including those available for deployment.

Service Level Management
Negotiation, agreement, and monitoring of Service Level Agreements (SLAs) to ensure services meet business requirements.

Incident Management
Managing the lifecycle of all incidents to restore normal service operation as quickly as possible.

Problem Management
Identification and management of underlying problems to prevent recurrence and minimise impact.

Change Management
Control of the lifecycle of all changes, enabling beneficial changes with minimal disruption.

Release and Deployment Management
Planning, scheduling, and controlling the movement of releases to test and live environments.

Configuration Management
Maintenance of information about configuration items required to deliver IT services.

Capacity Management
Ensuring the capacity of IT services meets agreed requirements.

Availability Management
Ensuring IT services meet current and future availability needs in a cost-effective manner.

Continual Service Improvement
Ongoing improvement of IT services and service management processes.

Security and Compliance

Ensures the confidentiality, integrity, and availability of data and systems, and compliance with relevant laws and regulations.

Security Operations
Continuous monitoring and analysis of security systems to detect and respond to security incidents.

Identity and Access Management
Managing user identities and access privileges to protect systems and data.

Compliance Management
Ensuring adherence to laws, regulations, guidelines, and specifications relevant to the business.

Threat and Vulnerability Management
Identifying, assessing, and mitigating vulnerabilities and threats to IT assets.

Data Privacy Management
Ensuring personal data is collected, processed, and stored in compliance with data protection regulations.

Security Incident Response
Planning and execution of responses to security incidents to minimise impact.

Secrets Management
Storing and managing sensitive data, such as passwords, API keys, encryption keys and certificates, and other credentials

Network and Perimeter Security Management
Managing firewall rules, web application firewalls and other perimeter devices.

Cloud Security Posture Management
Monitoring and managing the infrastructure for misconfigurations and other vulnerabilities.

Endpoint Management
Management of the security configuration of endpoints used within the cloud environment.

Vendor and Partner Management

Manages relationships with cloud service providers and other vendors.

Contract Management
Negotiating and managing contracts with vendors.

Vendor Management
Overseeing interactions with vendors to ensure services meet contractual obligations.

Supplier Relationship Management
Building and maintaining positive relationships with suppliers.

Business Continuity and Disaster Recovery

Ensures cloud services can continue or be restored quickly in the event of a disruption.

Backup and Recovery
Creating and managing backups to enable data recovery.

Business Continuity Management
Ensuring critical business functions continue during and after a disaster.

Disaster Recovery Planning
Developing and maintaining plans to recover IT services after a disaster.

Data Management

Manages data assets to ensure quality, integrity, and accessibility.

Data Integration and ETL
Extracting, transforming, and loading data between systems.

Data Governance
Establishing policies and processes for managing data assets.

Data Analytics and Reporting
Analysing data to support decision-making and providing reports.

Service Desk and Support

Provides support to users and efficiently resolves their issues.

Service Desk Operations
First point of contact for users to report issues and request services.

User Support and Training
Assisting users with cloud services and providing training to enhance proficiency.

Knowledge Management
Creating, sharing, and maintaining knowledge to improve efficiency and user satisfaction.

Financial Management

Manages the financial aspects of cloud services, including budgeting, forecasting, and cost optimisation.

Cost Management
Monitoring and controlling cloud expenditures to optimise cost efficiency.

Budgeting and Forecasting
Planning future expenditures and financial performance related to cloud services.

Chargeback and Showback
Allocating cloud costs to departments or users to promote accountability.

Financial Reporting
Providing regular reports on the financial performance of cloud services.

Governance and Policy

Establishes policies, standards, and controls to ensure effective use and management of cloud resources.

Policy Management
Development and enforcement of policies governing cloud usage.

Risk Management
Identifying and mitigating risks associated with cloud operations.

Audit and Compliance
Regular review and assessment of cloud operations for compliance with policies and regulations.

Governance Framework
Establishing structures and processes for decision-making and accountability over cloud resources.

Architecture and Engineering

Designs and implements cloud solutions that meet business and technical requirements.

Solution Architecture
Designing comprehensive cloud solutions aligned with business objectives.

Infrastructure Provisioning
Deploying and configuring cloud infrastructure resources.

DevOps and CI/CD
Integrating development and operations for continuous integration and deployment.

Platform Engineering
Building and maintaining platforms for application development and deployment.

Operations and Monitoring

Ensures cloud services operate efficiently through monitoring, performance management, and automation.

Monitoring and Alerting
Continuous observation of cloud services to detect issues and trigger alerts.

Performance Management
Tracking and optimising the performance of cloud services.

Automation and Orchestration
Automating tasks and orchestrating workflows to improve efficiency.

Event Management
Managing events throughout their lifecycle to ensure operational efficiency.