Service Management

Summary

Service Management is the discipline and set of processes to manage IT Services in an organization. The framework we use at SOM IT is ITIL (Information Technology Infrastructure Library).

Features

- Consistent processes for managing services in an organization
- Metrics to measure service processes
- Service ownership to ensure services are running, performing well and have a roadmap of improvement plans

Who can use it?

Anyone who manages a service at SOM IT can ask for assistance in developing metrics and managing services.

How much does it cost?

This service is available at no charge to the Yale School of Management community.

How do I get it?

Contact somit@yale.edu and request assistance developing or improving a service.

Related Policy and Procedures

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles

- Service Improvement Process
- Service Introduction Process