

Code of Practice for Business and Service Owners

Approved (with minor edits) by ISWG - October 2014

1. Introduction

Services across the School are provided for use within, and external to, the School. These services provide business systems and functions and processes that make everything else happen. It is necessary to identify who is responsible for each of these Services and a full list is maintained in the service catalogue. This document sets out what is expected of business and service owners in the context of the LSHTM Information Management and Security Policy.

2. Definitions

A **Business Service** delivers value to customers/service users, producing outcomes that customers want, but with the **Business Owner** retaining the ownership of costs and risks related to the Business Service.

The **Business Owner** is the senior member of staff in the School responsible for the provision of a service. Situated outside of IT Services, the role is intended to focus on the business implementation of the Service, notably the data and processes.

(NB: The forthcoming DP policy update may define Data Owner.)

The **Business Owner** may engage others to provide underlying services - e.g. the IT Services Department acts as an **IT Service Provider**, providing IT services that support business processes - but the **Business Owner** is ultimately accountable for a service.

For example, Agresso is a Business Service provided by the Finance Department to its customers. Finance own the service, utilising IT Services to provide the IT portion of the requirement to their customers.

The **Service Owner** is responsible for delivering a particular IT service within the agreed service levels. Often, the **Service Owner** will lead a team of technical specialists or an internal support unit.

The **Service Level Manager** is responsible for negotiating Service Level Agreements and ensuring that these are met. S/He makes sure that all IT Service Management processes, Operational Level Agreements and Underpinning Contracts are appropriate for the agreed service level targets. The Service Level Manager also monitors and reports on service levels.

3. Responsibilities of Business Owners

The **Business Owner** shall be responsible for:

- identifying end-user requirements and School requirements in general;
- making decisions as to whether, and how, the service provides these requirements;

- the service level agreement (SLA);
- functionality and future improvement;
- data and processes;
- liaising with the **Service Owner** on at-risk periods for the service, but the **Business Owner** will be responsible for acceptance of such periods;
- instructing **IT Service Provider** - e.g. finance to instruct IT Services on who should have access to the service and what level of access each user should have;
- setting data loss and recovery time objectives and determining the impact of a loss of service;
- identifying times in the year when the service is more critical than other times;
- acceptance of internally prompted changes to the service, including go-live, as well as remaining aware of upcoming changes;
- ensuring documentation, including the service catalogue and training material, is up-to-date.

The **Business Owner** is ultimately accountable for a Service.

4. Responsibilities of Service Owners

The **Service Owner** shall be responsible for:

- liaising with the **Business Owner**;
- implementing requirements;
- delivering and maintaining a specific IT Service;
- disaster recovery, backup and recovery procedures;
- supplier liaison;
- ensuring documentation, including the service catalogue and training material, is up-to-date.