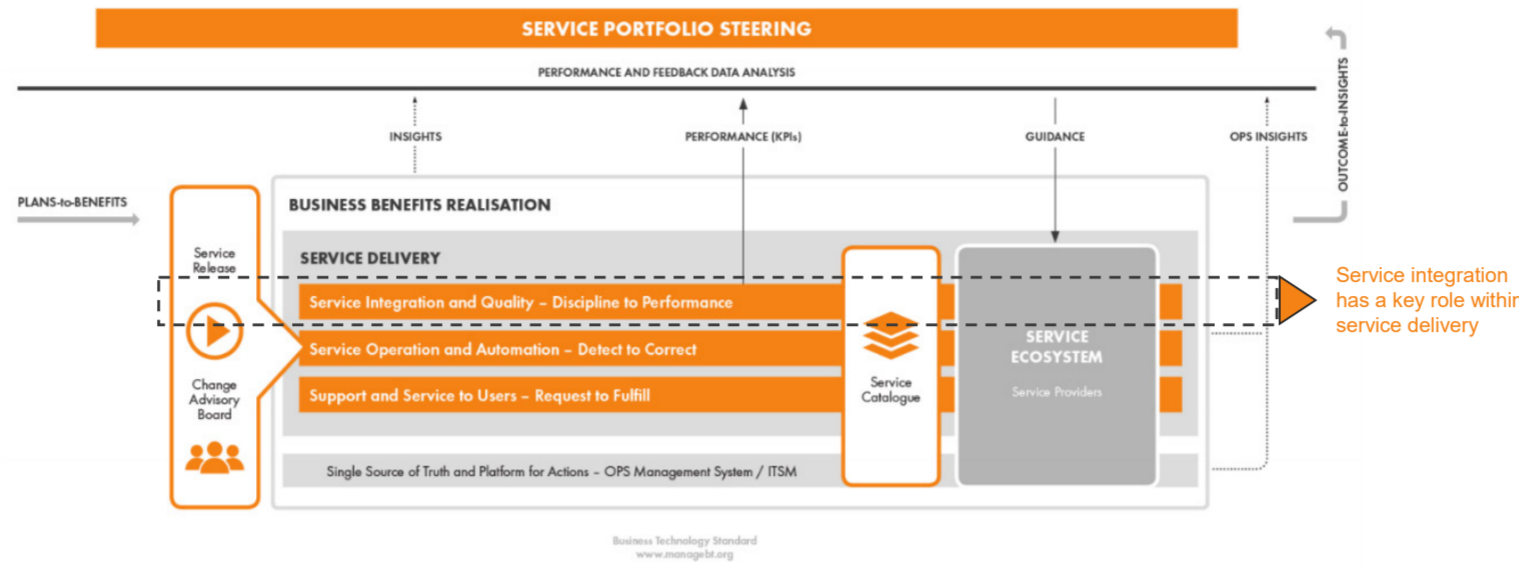


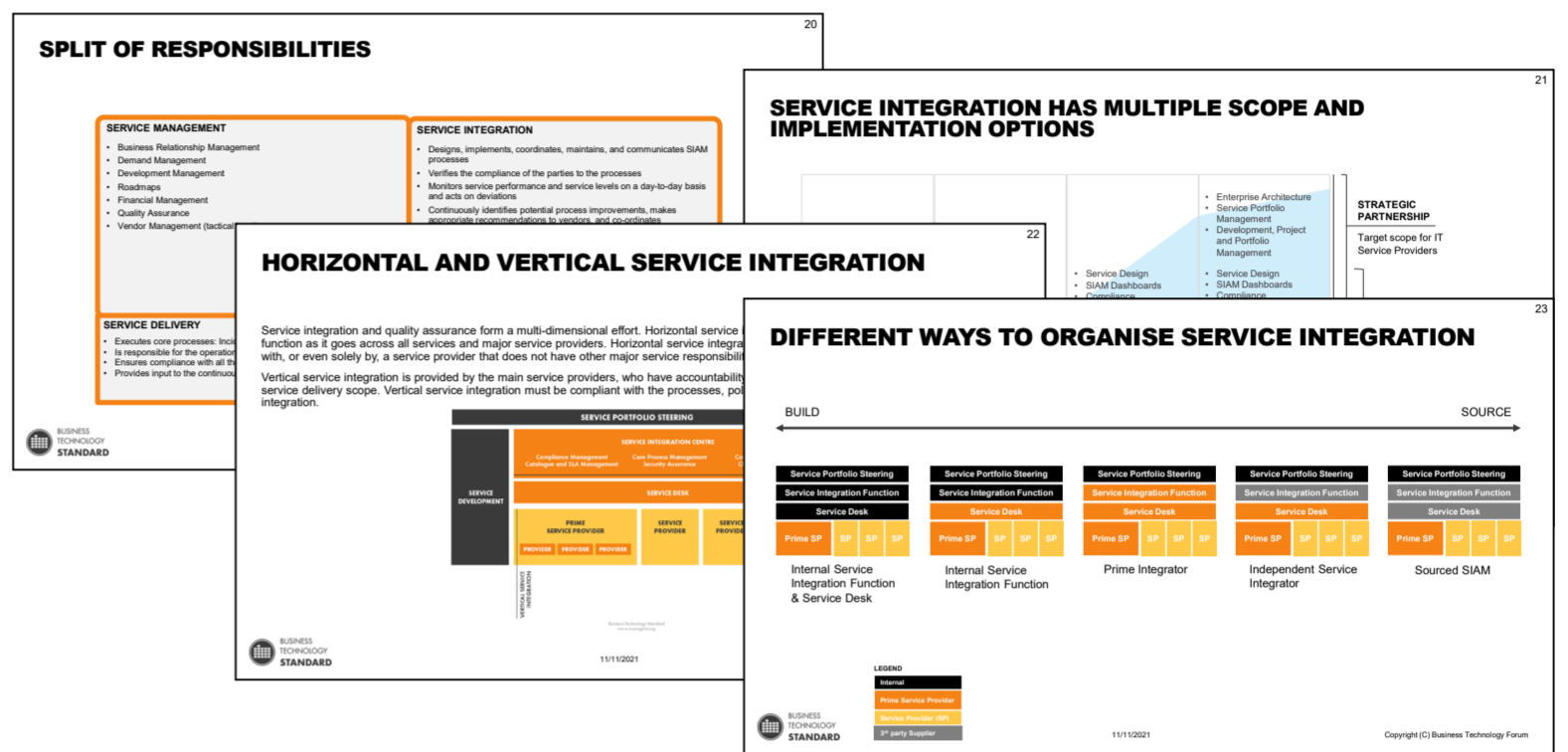
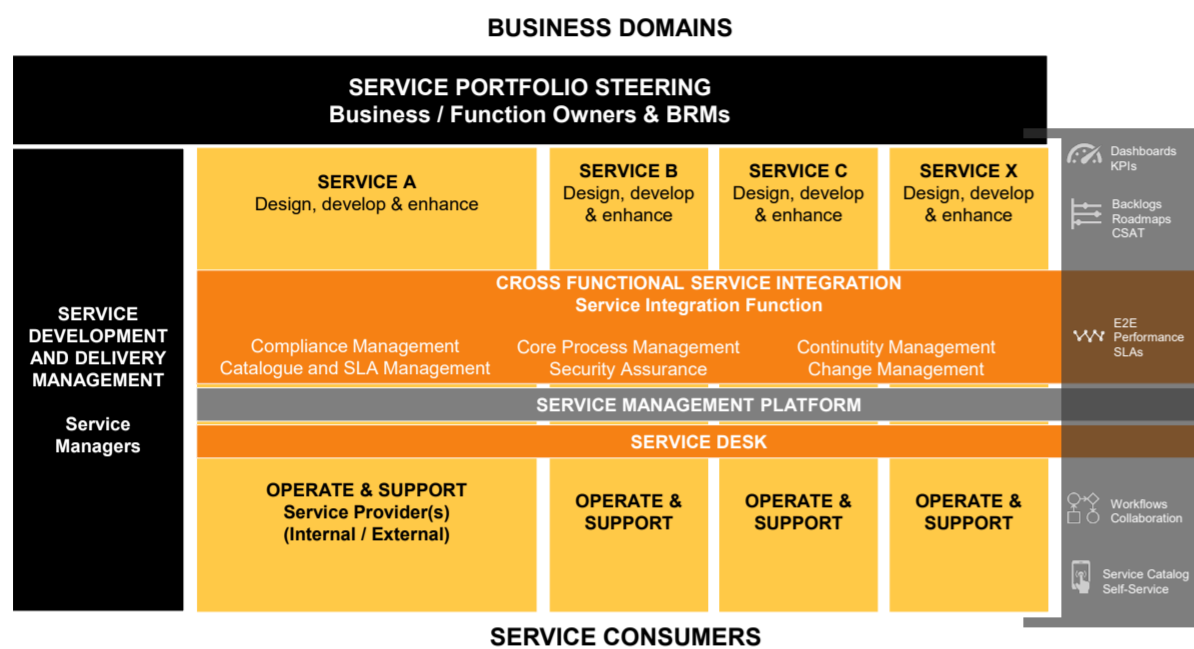
# Service Integration

## Service Discipline

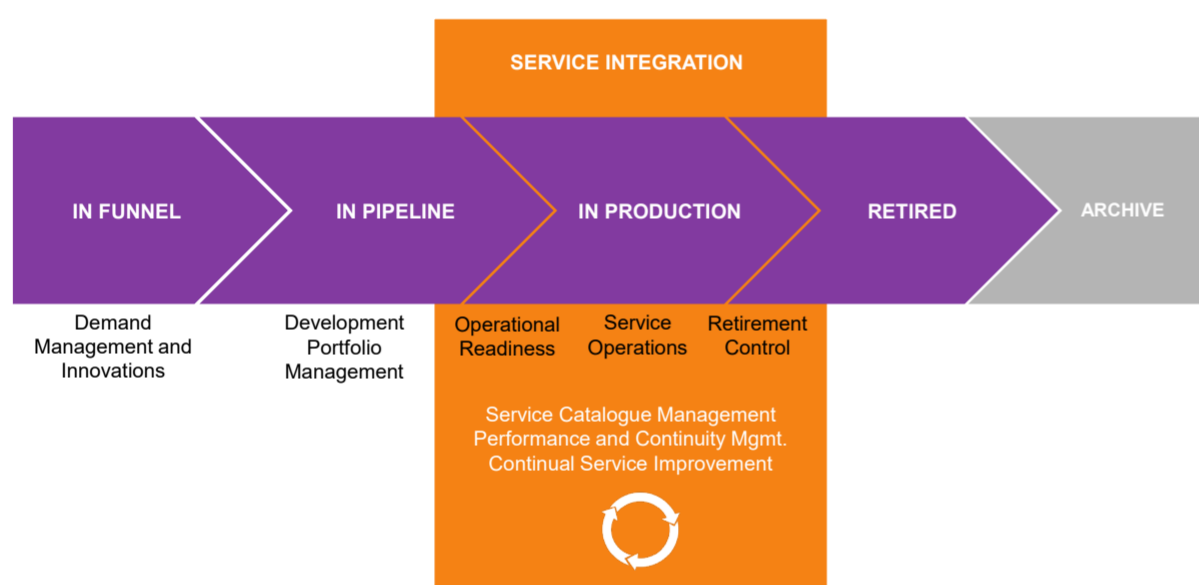
Services discipline makes the tested and validated development outcomes accessible to users via a service release. Services discipline ensures the operational readiness with the service delivery ecosystem and validates that user support and services are in place with required skills and capacity. From the business perspective the services discipline has three major objectives: **Ensure business continuity, improved user experience, and cost-efficiency.**



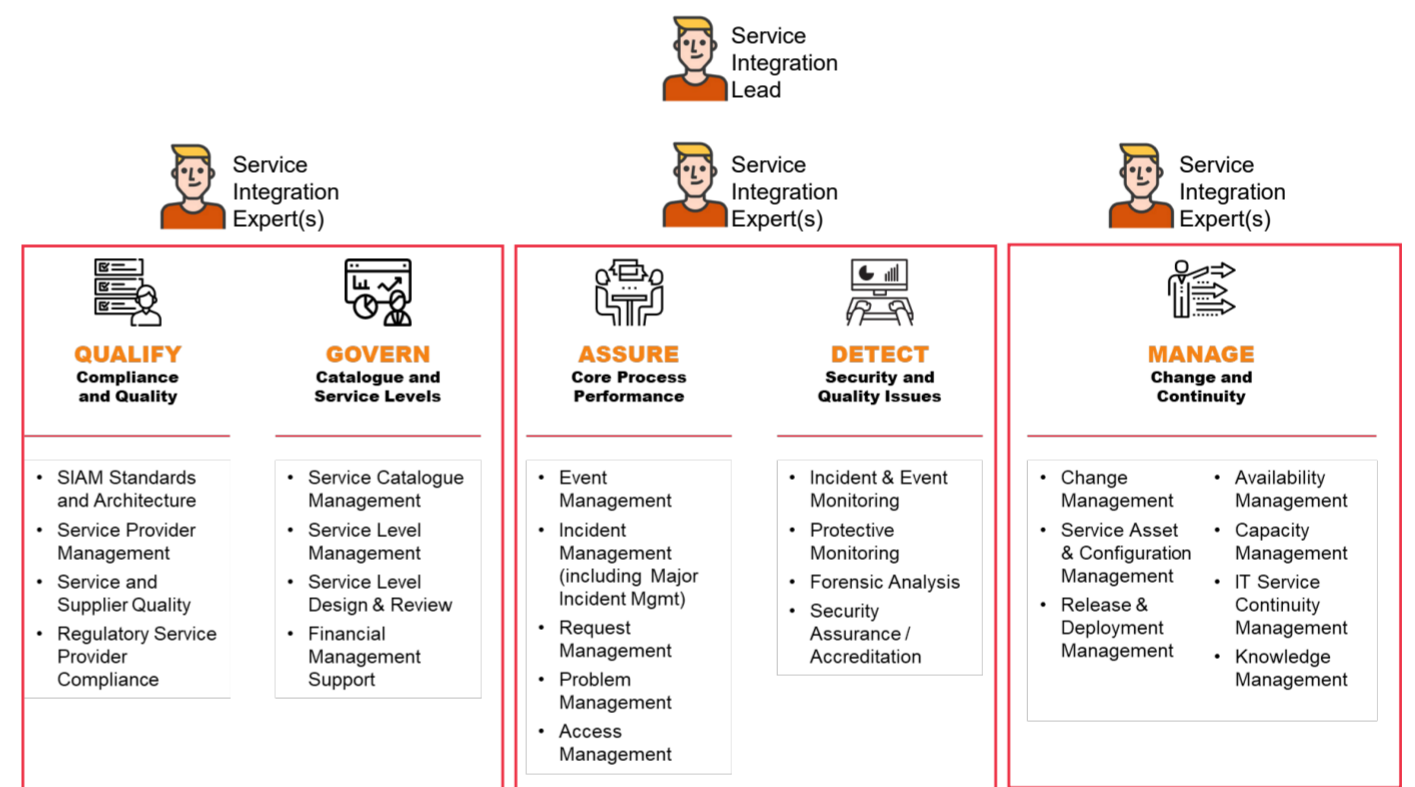
## Core Elements of Service Management



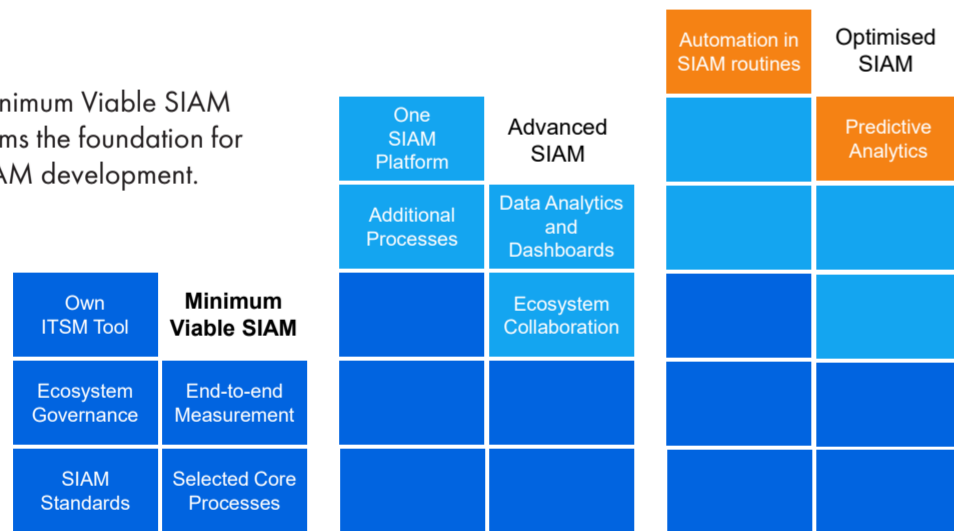
## Service Lifecycle Management and Service Integration



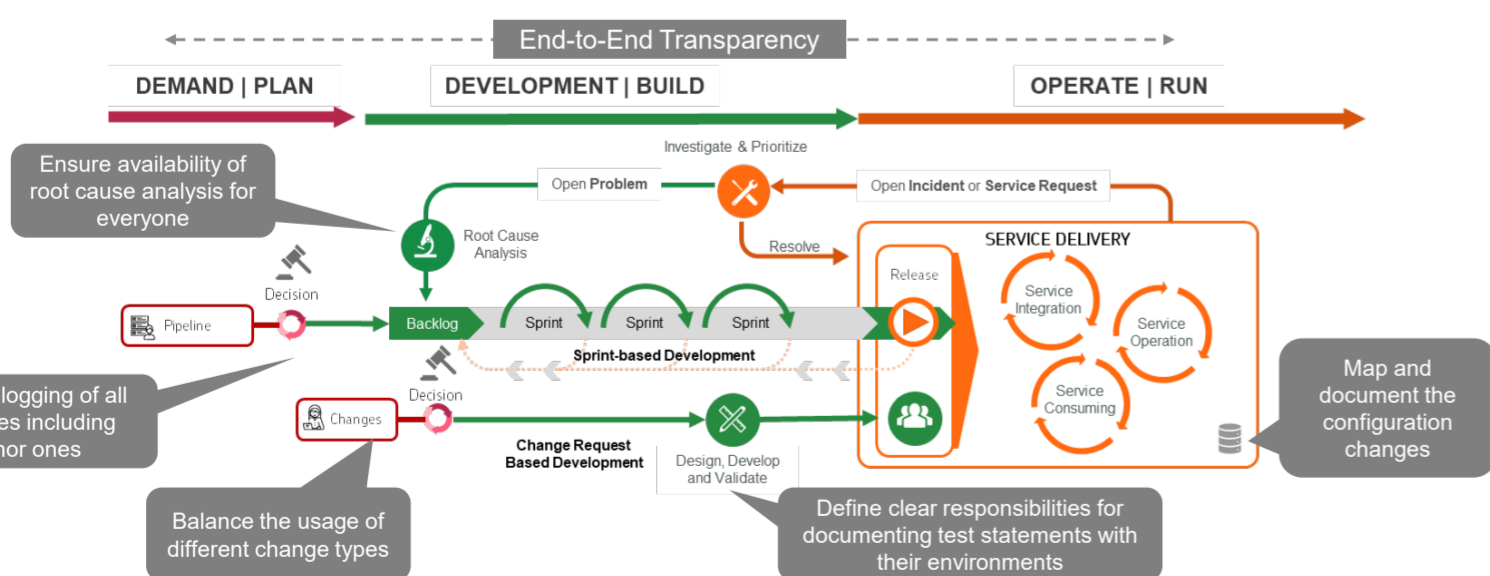
## Service Integration Roles



Minimum Viable SIAM forms the foundation for SIAM development.

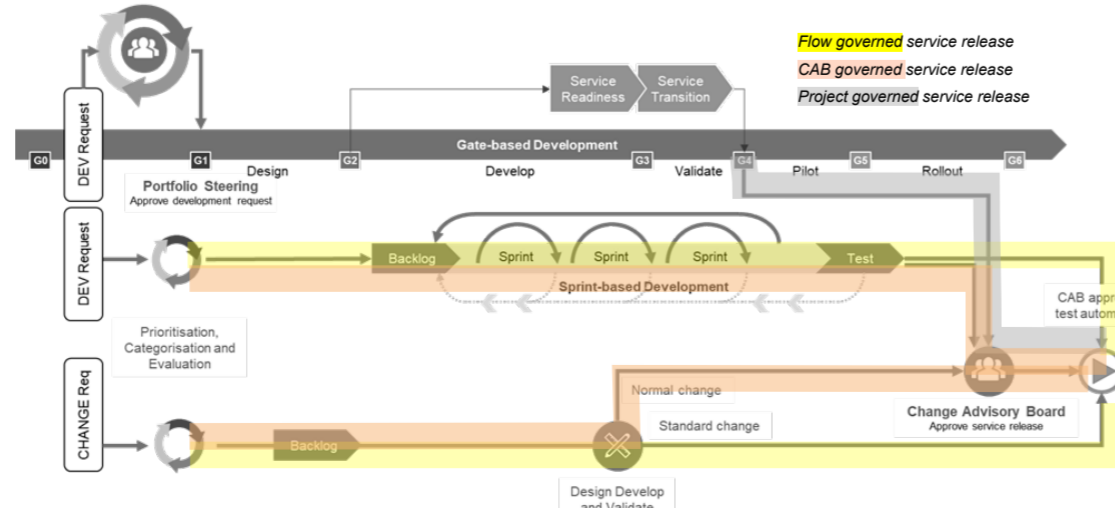


## Agile Alignment with SIAM



**Flow governed** – The agile team is responsible for development and release cycles as well as service operation. The testing and release process is predefined and has been approved by CAB. Standard releases go through this release path.

**Project and CAB Governed** – The release will go through the CAB for approval. Normal changes go through this release path.



## Service Integration Centre



The increasing business criticality and diversity of the services call for a dedicated service integration capability. A Service Integration team, or in large companies, a Service Integration Centre, is usually a good and effective way to ensure the execution of service integration across all services.



## Roles & responsibilities in agile development related to service integration processes

| Role                           | Responsibilities related to SI-processes (example only)  |
|--------------------------------|--|
| Product Owner                  | <ul style="list-style-type: none"> <li>Responsible to authorize release of planned Changes.</li> <li>Ensures that Team follows Change Management policies including testing, authorisation and regulatory requirements.</li> <li>Prioritises and approves Problem Issue activities.</li> <li>Ensures that Incident Management practices, roles and responsibilities have been defined and adopted by the Team.</li> <li>Reviews Known Errors and ensures that they are recorded as Problem Issues.</li> </ul>  |
| Scrum Master/ Team Lead        | <ul style="list-style-type: none"> <li>Ensures that Incidents and Service Requests are assigned within the Team and follows that they are resolved in a prioritised manner.</li> <li>Opens Problem – and Change Issues for Team.</li> <li>Validates that Changes contain all necessary information and can be done on planned schedule. Authorises (or rejects) Changes if conditions are met.</li> <li>Follows and communicates operational KPI's to the Team.</li> <li>When Team is responsible for 2nd level support, opens Problem Issues for Team.</li> <li>Accepts problem resolution and needed Changes.</li> <li>Ensures that Problem Issues are worked on and contributes to root cause investigation.</li> <li>Authorisation / approval role in various processes.</li> <li>Follows the key metrics / KPIs for changes.</li> </ul> |
| Team member (development team) | <ul style="list-style-type: none"> <li>Develops the actual service and makes sure that fixes are done when needed.</li> <li>Responsible for solving and fixing incidents in production.</li> <li>Ensures that the Changes are tested and documented sufficiently.</li> <li>Conducts root cause analysis and proposes solutions for Problem issues.</li> <li>Responsible for resolving Service Requests that have been assigned to the Team member.</li> </ul>  |