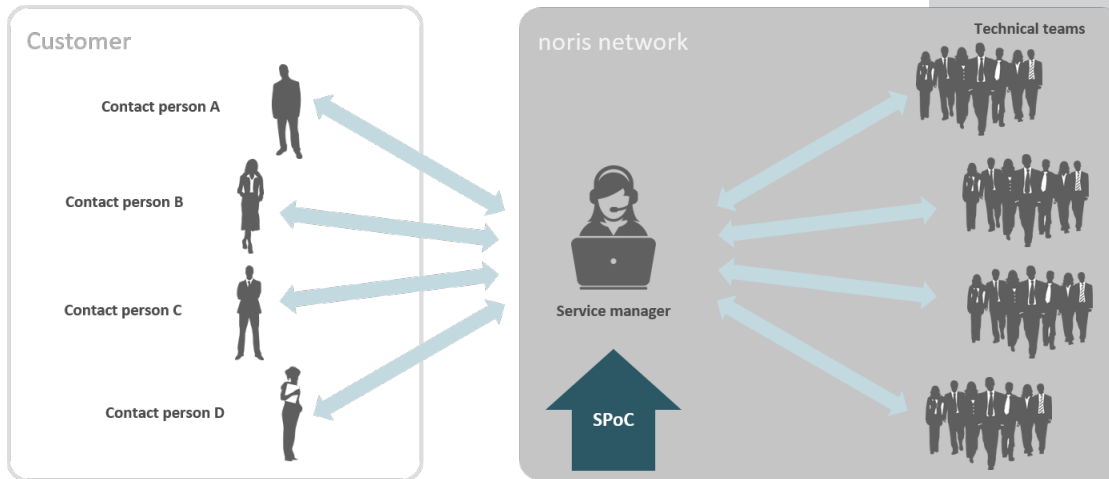


## IT Service Manager Relief for your IT



Our IT Service Managers combine the business and strategic view of your IT with the implementation level - that is resources and processes, technology and organization.

### Benefits

- Active process and quality optimization
- High transparency of service processes with service review meetings on a regular basis
- Representation of interests: Our IT Service Management represents your interests at noris network
- Conception, support and monitoring of your IT projects - oriented to your business case!
- Possibility of establishing a Continuous Improvement Process (CIP) related to the organization and processes

### Highlights

- Completely certified personnel according to ISO 20000-1
- Short communication channels with knowledge carriers
- A central contact for your services
- Service meetings possible

## Details

What are IT service providers used for? To relieve the company and the IT department! Do you then want to put these saved efforts back into complex communication channels in order to control your IT service provider? No. We provide you with a central contact person who understands and represents your business case and knows where your Pain Points are located.

The IT Service Manager provides you with a fixed contact person including direct dialing. They are informed about changes in these areas within the framework of incident, problem and change management and are therefore above all knowledge carriers in addition to their services. Quality assurance with regard to the recording and documentation of all CIs and services is also part of his tasks.

noris offers you the IT Service Manager in three variants with the following distinctions:

IT Service Manager	B	C	D
Surrogates	team		yes
Establishment of a Continuous Improvement Process (CIP)	-		yes
Event management (proactive viewing of the event list)	-		yes
Participation in technical review meetings	if required by telephone		if required also on the spot
Configuration management	-	managing the Relationships of CIs and Services	
Contract Management	-	knowledge of contract contents such as SLA, terms, ownership structure	
Capacity Management	automatic evaluation of system utilization for planning and initiation of suitable steps	automatic and manual viewing for proactive evaluation, as well as planning and initiation of suitable measures	
Release Management	-	is informed about noris' release planning and its status during the provision of SaaS services within the framework of Release Management	
Availability Management	-	management and improvement of availability factors	
Service Continuity Management	-	management of availability risks	
Information Security Management	-	coordination of measures to maintain information security	
Reporting	automated standard report	advanced report	customized report
Service meetings	-	<ul style="list-style-type: none"> <li>■ once by telephone on a monthly basis</li> <li>■ personally once per quarter</li> </ul>	<ul style="list-style-type: none"> <li>■ once by telephone a week</li> <li>■ personally once on a monthly basis</li> </ul>

## Interested?

We look forward to your inquiry!

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