



OUR SERVICE ASSURANCE TO YOU

Summary

When you're running a large and complex business, the last thing you want to worry about is the performance of your information and communication technology (ICT). That's why we developed a Service Management Framework – a versatile suite of reporting services to help you monitor and improve the performance of your network and applications. It enables us to improve your ICT performance, work closely with you at all levels, and consistently achieve our service commitments so your business runs smoothly. In turn, this can help you to achieve your business goals – whether you want to grow, innovate, be more productive or reduce costs.

The Service Management Framework is a set of processes forged in ITIL best practice and tempered by over 15 years' experience with hundreds of organisations. Spanning strategy, design, transition, operation and improvement, the Service Management Framework delivers a comprehensive, integrated capability designed to maximise the performance of our solutions.

Our capabilities are underpinned by the extraordinary breadth of expertise of our service professionals as well as advanced tools and world-class monitoring centres.

It's a powerful combination of people, processes and technology that's supported by defined programs of continual service improvement. In effect, the Service Management Framework has one aim in mind – to let you confidently get on with business knowing your ICT is in capable hands.



Benefits

- Increase service performance to help you free resources to focus on ICT innovation.
- Greater service reliability through tested processes and ongoing improvement.
- Service monitoring inputs, incidents and feedback synthesised into meaningful reports.
- Improve service effectiveness to help you be more productive.
- Rapid identification and resolution of issues through end-to-end network visibility.
- Help minimise risk and impacts to business operations.
- Optimise and transform your ICT to deliver maximum value to your business.
- Reduce operating costs to drive greater business value from your ICT.
- Identify and rationalise assets.
- Align ICT with your business to improve efficiency.

Telstra Service Management Framework



Features

The Service Management Framework comprises the following key elements across strategy, design, transition, operation and improvement:

Consulting, Architecture and Design

Our Consulting, Architecture and Design practice possess deep technical expertise and extensive industry experience that can be tailored to meet your specific requirements and business outcomes. Our depth and breadth of capability enable you to take advantage of innovative and emerging technologies so your ICT environment can deliver maximum value to the business.

Program and Project Management

The guiding principles of Program and Project Management are to deliver your program goals on time, to the highest standards and in the most cost-efficient way. Our community of seasoned professionals adhere to best practice program and project management methodologies and give you access to a complete delivery environment when your business demands.

The practice is recognised for its professionalism and expertise because:

- we begin with a clearly defined picture of the end result since our innovative methods allow greater precision in defining scope and outcomes
- a collaborative approach to scheduling ensures project outcomes are effectively integrated into your business
- credible, timely and visible project information ensures better decision making and peace of mind.

Deployment and Integration

The Deployment and Integration practice is responsible for implementing and integrating our network applications and services into your ICT environment. Its aim is to minimise migration risk while maximising performance. This ensures that the introduction of new services or changes to existing ones, are properly managed and handover to Service Operations is smooth.

Service Desk

Operating 24/7, our Service Desk provides you with a single point of responsibility for response and resolution at your first call. Offering a unique visibility of your network environment, the Service Desk spans all aspects of assistance including service request management, 'how to' support and incident management. Our Service Desk also operates for both business and technical support staff across multiple Telstra products and services – voice, data, mobiles and agreed third parties.

We accept and fulfil products or services for agreed, pre-defined and approved service requests as well as non-standard requests. We also provide user guides and troubleshooting procedures to help your users maximise the benefit of their Telstra productivity tools, including messaging, setup of telephony features, handsets and more. And we aim to provide consistent, reliable and rapid resolution of incidents to minimise business impact, retaining ownership of the incident and liaising with you until it is resolved.

Service Operations

Service Operations runs 24/7 using enhanced toolsets and mature processes. With excellent technical knowledge, visibility and preferential access to industry leading partners, we are able to identify potential issues and resolve them sooner. Our Managed Network Operations Centre (MNOC) and Global Operations Centre (GOC) have full 24/7 visibility of your network, applications and services so we can respond speedily to actual or potential disruptions.

Service Improvement and Reporting

A specialised team provide a detailed analysis of the performance of your Telstra-managed ICT environment, delivering insights and recommendations relevant to your business to empower your decision making. Our systems and people service performance to identify end-to-end improvement opportunities. They also identify issues early and manage them through to completion, ensuring risk is mitigated as well as providing accurate and detailed data to effectively help align your ICT spend against business requirements.

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP™ network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service™ and one of Australia's largest and most qualified field and technical workforce.

The spectrum device and ™ and ® are trade marks and registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.

DS136 SEP14