

ISO IEC 20000-1 2011 TRANSLATED INTO PLAIN ENGLISH

7. SERVICE RELATIONSHIPS

7.1 MANAGE YOUR RELATIONSHIP WITH SERVICE CUSTOMERS

1	Establish a customer relationship management process.	TODO	DONE	A <i>customer</i> is anyone who receives a service or services from a service provider. <i>Customers</i> can be people or organizations and can be either external or internal to the service provider's organization.
2	Identify your service recipients and related interested parties.	TODO	DONE	
3	Document customers, users, and related interested parties.	TODO	DONE	
4	Designate a relationship manager for each customer.	TODO	DONE	A single relationship manager could be assigned to several customers or to a category of customers.
5	Assign responsibility for managing customer relationships.	TODO	DONE	
6	Assign responsibility for managing customer satisfaction.	TODO	DONE	
7	Create a communication mechanism for each customer.	TODO	DONE	
8	Use your mechanism to promote understanding.	TODO	DONE	
9	Promote an understanding of business environment.	TODO	DONE	
10	Promote an understanding of service environment.	TODO	DONE	
11	Use your mechanism to identify service requirements.	TODO	DONE	
12	Identify new and changing service requirements.	TODO	DONE	
13	Respond to new and changing service requirements.	TODO	DONE	
14	Develop a service complaint management procedure.	TODO	DONE	A <i>procedure</i> is a way of carrying out a process or activity. According to ISO IEC 20000-1, procedures may or may not be documented. However, in most cases, ISO IEC 20000-1 expects you to document your procedures.
15	Document your complaint management procedure.	TODO	DONE	
16	Clarify how the term "service complaint" is defined.	TODO	DONE	
17	Ensure that customers agree with your definition.	TODO	DONE	
18	Clarify how customer service complaints are handled.	TODO	DONE	
19	Clarify how service complaints are recorded.	TODO	DONE	
20	Clarify how service complaints are investigated.	TODO	DONE	
21	Clarify how service complaints are acted upon.	TODO	DONE	

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EDITION 1.2

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22	Clarify how service complaints are escalated.	TODO	DONE	
23	Clarify how service complaints are reported.	TODO	DONE	
24	Clarify how service complaints are closed.	TODO	DONE	
25	Use your procedure to manage customer complaints.	TODO	DONE	
26	Escalate complaints that haven't been properly resolved.	TODO	DONE	
27	Measure customer satisfaction at planned intervals.	TODO	DONE	
28	Use representative samples of your customers and users.	TODO	DONE	
29	Analyze your customer satisfaction measurement results.	TODO	DONE	
30	Review results to identify improvement opportunities.	TODO	DONE	
31	Review your service performance at planned intervals.	TODO	DONE	
32	Discuss your service performance with customers.	TODO	DONE	
33	Control changes to service requirements and agreements.	TODO	DONE	
34	Control changes to your documented service requirements.	TODO	DONE	
35	Use <i>change management process</i> to control changes.	TODO	DONE	This process is discussed in part 9.2, below.
36	Control changes to your service level agreements (SLAs).	TODO	DONE	
37	Use <i>service level management process</i> to coordinate change.	TODO	DONE	This process was mentioned in part 4.2.

7.2 MANAGE YOUR RELATIONSHIP WITH SERVICE SUPPLIERS

38	Establish a <i>supplier relationship management process</i> .	TODO	DONE	The supplier relationship management process does not include the selection of suppliers and the procurement of services.
39	Identify suppliers that you use to help deliver your services.	TODO	DONE	
40	Identify service management processes that they operate.	TODO	DONE	
41	Identify service process parts that they operate for you.	TODO	DONE	

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42	Designate a relationship manager for each service supplier.	TODD	DONE	
43	Assign responsibility for managing supplier relationships.	TODD	DONE	
44	Assign responsibility for managing supplier contracts.	TODD	DONE	
45	Assign responsibility for managing supplier performance.	TODD	DONE	
46	Manage the relationships you have with service suppliers.	TODD	DONE	
47	Manage your relationship with lead service suppliers.	TODD	DONE	
48	Manage your relationship with your suppliers' suppliers.	TODD	DONE	
49	Document the relationship suppliers have with suppliers.	TODD	DONE	
50	Verify that lead suppliers are managing their suppliers.	TODD	DONE	
51	Verify that subcontractors are meeting obligations.	TODD	DONE	
52	Monitor the performance of suppliers at planned intervals.	TODD	DONE	Part 4.2 expects you to do this.
53	Verify that supplier governance structures exist.	TODD	DONE	
54	Verify that structures are used to control services.	TODD	DONE	
55	Verify that your service processes are being followed.	TODD	DONE	
56	Verify that process interfaces are properly defined.	TODD	DONE	
57	Verify that processes meet your requirements.	TODD	DONE	
58	Measure supplier performance against service targets.	TODD	DONE	
59	Measure performance against contractual obligations.	TODD	DONE	
60	Record the results of supplier performance measurements.	TODD	DONE	
61	Review performance to identify causes of nonconformities.	TODD	DONE	
62	Identify performance improvement opportunities.	TODD	DONE	

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63	Verify that contracts reflect current requirements.	TODD	DONE	
64	Prepare a procedure to manage disputes with suppliers.	TODD	DONE	
65	Document your supplier dispute resolution procedure.	TODD	DONE	
66	Document the contracts you have with service suppliers.	TODD	DONE	
67	Include or refer to the scope of service delivery activities.	TODD	DONE	
68	Include or refer to the requirements that should be met.	TODD	DONE	
69	Include or refer to the targets that suppliers must achieve.	TODD	DONE	
70	Include or refer to workload characteristics and exceptions.	TODD	DONE	
71	Explain how contract exceptions should be handled.	TODD	DONE	
72	Include or refer to relevant authorities and responsibilities.	TODD	DONE	
73	Include or refer to your authorities and responsibilities.	TODD	DONE	
74	Include or refer to supplier authorities and responsibilities.	TODD	DONE	
75	Include or refer to organizational interdependencies.	TODD	DONE	
76	Describe how you will work with your service suppliers.	TODD	DONE	
77	Clarify how suppliers are expected to work with you.	TODD	DONE	
78	Specify all service and process interdependencies.	TODD	DONE	
79	Explain how supplier activities are part of your SMS.	TODD	DONE	
80	Explain how supplier is an integral part of your SMS.	TODD	DONE	
81	Describe how suppliers will work with their own suppliers.	TODD	DONE	
82	Clarify interfaces between your suppliers and their suppliers.	TODD	DONE	
83	Clarify interfaces between jointly operated processes.	TODD	DONE	

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