

SABSA SERVICE MANAGEMENT MATRIX (Aligned with ITIL v3)

| | ASSETS (What) | MOTIVATION (Why) | PROCESS (How) | PEOPLE (Who) | LOCATION (Where) | TIME (When) |
|--------------------------------|---|--|--|---|--|--|
| | Service Delivery Management | Operational Risk Management | Process Delivery Management | Personnel Management | Management of Environment | Time & Performance Management |
| | The row above is a repeat of Layer 6 of the main SABSA Matrix. The five rows below are an exploded overlay of how this Layer 6 relates to each of these other Layers | | | | | |
| CONTEXTUAL ARCHITECTURE | Business Driver Development | Business Risk Assessment | Service Management | Relationship Management | Point-of-Supply Management | Performance Management |
| | Business Benchmarking & Identification of Business Drivers | Analysis of Internal & External Risk Factors | Managing Service Capabilities for Providing Value to Customers | Managing Service Providers & Service Customers; Contract Man'ment | Demand Man'ment; Service Supply, Deployment & Consumption | Defining Business-Driven Performance Targets |
| CONCEPTUAL ARCHITECTURE | Proxy Asset Development | Developing ORM Objectives | Service Delivery Planning | Service Management Roles | Service Portfolio | Service Level Definition |
| | Defining Business Attributes Profile with Performance Criteria, KPIs & KRIs | Risk Analysis on Business Attributes Proxy Assets | SLA Planning; BCP; Financial Planning & ROI; Transition Planning | Defining Roles, Responsibilities, Liabilities & Cultural Values | Planning & Maintaining the Service Catalogue | Managing Service Performance Criteria and Targets |
| LOGICAL ARCHITECTURE | Asset Management | Policy Management | Service Delivery Management | Service Customer Support | Service Catalogue Management | Evaluation Management |
| | Knowledge Management; Release & Deployment Management; Test & Validation Management | Policy Development; Policy Compliance Auditing | SLA Management; Supplier Management; BCM; Cost Management; Transition Management | Access Management; User Privileges, Account Administration & Provisioning | Configuration Management; Capacity Planning; Availability Management | Monitoring & Reporting Performance against KPIs and KRIs |
| PHYSICAL ARCHITECTURE | Asset Security & Protection | Operational Risk Data Collection | Operations Management | User Support | Service Resources Protection | Service Performance Data Collection |
| | Change Management; Software & Data Integrity Protection | Operational Risk Management Architecture | Job Scheduling; Incident & Event Management; Disaster Recovery | Service Desk; Problem Man'ment; Request Man'ment | Physical & Environmental Security Management | Systems and Service Monitoring Architecture |
| COMPONENT ARCHITECTURE | Tool Protection | ORM Tools | Tool Deployment | Personnel Deployment | Security Management Tools | Service Monitoring Tools |
| | Product & Tool Security & Integrity; Product & Tool Maintenance | ORM Analysis, Monitoring and Reporting Tools & Display Systems | Product & Tool Selection and Procurement; Project Management | Recruitment Process Disciplinary Process Training & Awareness Tools | Products & Tools for Managing Physical & Logical Security of Installations | Service Analysis, Monitoring and Reporting Tools & Display Systems |