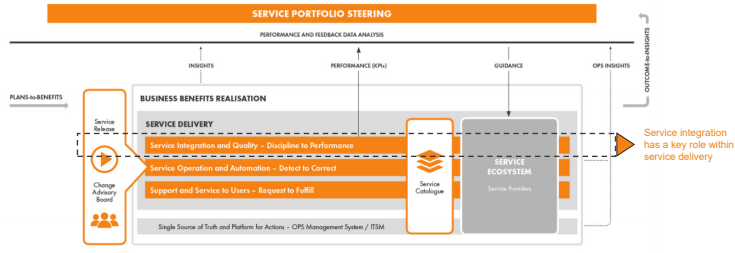


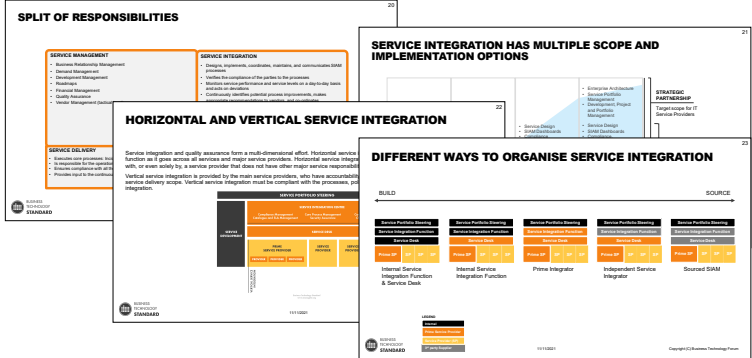
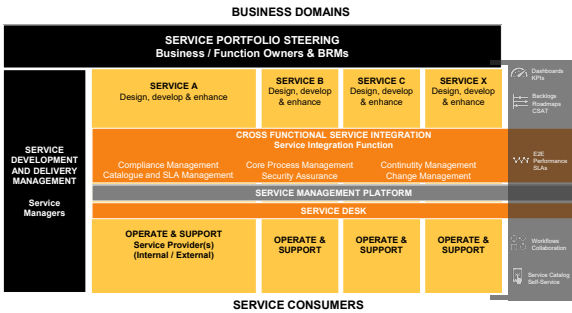
Service Integration

Service Discipline

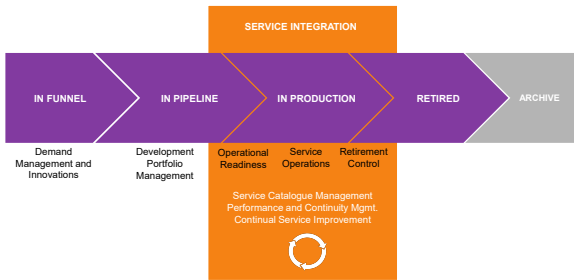
Services discipline makes the tested and validated development outcomes accessible to users via a service release. Services discipline ensures the operational readiness with the service delivery ecosystem and validates that user support and services are in place with required skills and capacity. From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



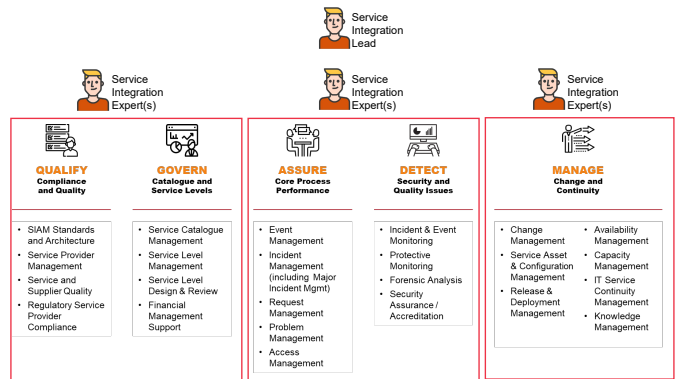
Core Elements of Service Management



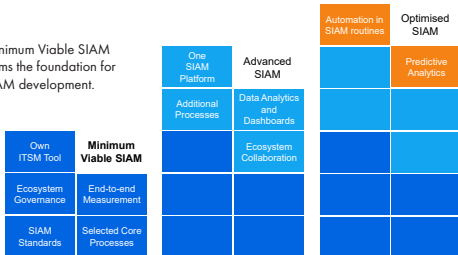
Service Lifecycle Management and Service Integration



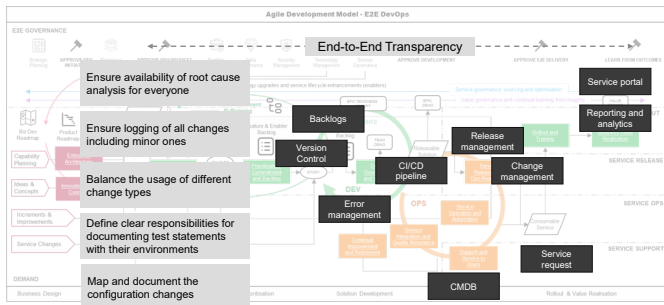
Service Integration Roles



Minimum Viable SIAM forms the foundation for SIAM development.



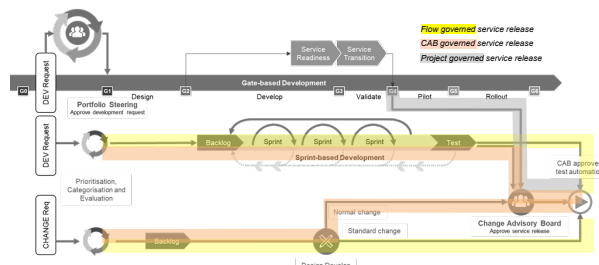
Agile Alignment with SIAM



If an Agile team encompasses both development and operational roles (embodying a true DevOps approach), it is imperative to establish a clear governance model. This model should ensure effective service support management and streamline the processes for incidents, service requests, and problem resolution. Considerations include determining accountability for ticket resolution, the workflow for ticket processing, responsibilities for conducting problem and root cause analysis and integrating these tasks into backlog planning. Therefore, it is crucial to have the right people, processes, and tools aligned among Agile, DevOps, and SIAM to promote a more adaptable working methodology. This alignment is vital to satisfy the diverse requirements for secure and successful digital product/service deployment.

Flow governed – The agile team is responsible for development and release cycles as well as service operation. The testing and release process is pre-defined 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.



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.

