



SET TARGET LEVEL OF SERVICE

Operational

Identify Service Objectives

- Identify customers' expectations.
- Develop strategies to deliver that level of service.
- Develop a standard between customers expected service and organizations capacity for provided service.

Organizations need to identify, and understand, the relationship between the cost of a service and the level of service.

- Determine available resources and financial limitations.
- Set measures to keep consistency when rating service performance.
- Rate current performance and expected long term performance using existing resources.
- Rate confidence levels current and long term.

Sustainability

- Organization and growth.
- Current conditions of assets (condition modelling).
- Asset renewals – Defect Repairs.
- Upgrade – Replacement planning.
- Possible deferral of activities and reduction in level of service.

Data for Analysis and Planning

- Current Asset value (today's dollar).
- Projected cost for operations.
- Projected cost of maintenance.
- Projected cost of renewal.
- Projected cost of upgrade/replacement.

Risk analysis: Identify, Analyze and Treatment

- Identify. What can happen; when; where; why; how, with special consideration given to the "who" it can happen to. The "customer" in this situation is both the organizational staff utilizing resources to provide the service as well as the end users of the service.
- Analyze. What controls are required to be in place, what are the consequences, what is the likelihood.
- Treatment. Identify all options, assess the options, prepare a plan.

Performance Attributes

- Set goals to meet the requirements of a service plan.
- Set parameters for measuring performance standards.
- Identify availability of resources.
- Set priority sequence, if applicable.
- Set procedures.

OVERVIEW



Determining an Operational Level of Service involves understanding the service needs of the customers, managing the methods used to deliver the services and ensuring objectives are met through regular evaluations.

Effectively managing service operations is crucial to controlling associated costs to provide an expected level of service while consistently working towards optimal customer satisfaction.

Operations management for services is the key for producing the services of an organization and providing them directly to its customers. This intangible service is a methodical process of developing, operating, maintaining, upgrading and disposing of assets in the most cost-effective manner. When developing an operational Asset Management Plan, considerations must be given to areas such as identifying service objectives, costs, sustainability, risks and performance attributes.

-G. Whitt, Gander NL