

*Professional GBS<sup>®</sup>*

# Service Management



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# How to Run GBS Like A Business

If you're working to have your GBS organization move up the value chain, but today, it is viewed mostly as a cost-cutting organization, this pillar will be of great value. It is focused on ensuring your organization stays relevant and drives business value with the required capabilities beyond the day-to-day delivery and operations of the services.

# Pillar Overview

- ▶ To help organizations design and run their services like a business, managing them end-to-end in a way that drives business value for the organization.
- ▶ To gain a deep understanding of the Service Management Framework that enables Service Leaders to manage their services and solutions.
- ▶ To articulate the required mindset that is critical in leading a service.
- ▶ To build a strong capability to best understand and work with important stakeholders (users, clients, etc.).
- ▶ To equip teams with a clear set of Service Management Capabilities to enable them to lead services.



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# Why It Matters

- ▶ Many GBS/Shared Service organizations continue to struggle or sometimes stall in their maturity in how they are providing true business value to their companies. While it is very typical and important that many start their journey by providing cost-effective services for some of the core transactional work processes (e.g., payroll, accounts payable), the end goal can be more aspirational. .
- ▶ The way in which we bring Service Management to GBS/Shared Service organizations goes beyond purely cost savings and into a higher-level value proposition. These service organizations must be seen as peers/partners in the company, not simply as 'service providers'. Entities that do not evolve in how they are truly leading their services, from the way in which they are designed to having clear strategies, will struggle to remain relevant and continue to play a key role within their companies.
- ▶ A strong Service Management approach, with the key mindsets, skills, and tools is critical to ensure you will have the ability to innovate, to motivate your workforce, and to ensure you're ultimately meeting the core and transformational needs within the organization.
- ▶ While many will say they are doing 'Service Management,' they are essentially 'delivering' services, providing the strong and critically important areas within Operations Management. A focus on Service Management will enable the organization to be more 'on' the business in addition to being 'in' the business.



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# Inixia's Approach

Inixia's approach to GBS' exponential value creation is the gold standard in the industry. **Our founders were the first in the industry to extend GBS' mandate from process operations to business model innovation, and their model is now used worldwide.**

## **DESIGN OF DELIVERABLES:**

**3 Workshops of 3 hours each:**

### **WORKSHOP 1 – FRAMEWORK**

The first workshop provides best-in-class tools and the metrics and measures for successful implementation. The first workshop will assess current service management capabilities. This will include structure, the role/responsibilities of a Service Manager, Service Charters, the Service Strategy, and the Client vs User Approach and Sensing processes. Participants will develop the skills to prioritize opportunities for further work.

### **WORKSHOP 2 – LANDSCAPE**

The second workshop builds on the metrics from the first workshop to develop an assessment for which participants will begin to develop a specific action plan. This includes moving forward with specific steps, and incorporating details and context from the current state to the aspirational vision. Additionally, participants will begin working on immediate next steps on the first set of priorities.



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## WORKSHOP 3 – EXECUTION

The third workshop will coach participants on developing a roadmap for implementation. Members of the organization will use this roadmap to active the action plan, which may include work against service charters, service strategies, service catalog structure, and skill development within the organization. Additionally, the workshop will help participants ensure clarity on roles and responsibilities with service managers and those managing the day-to-day service delivery and operations.

- ▶ Follow-up office hours and feedback sessions, max of 8 hours, provided in 1-hour sessions.
- ▶ Tools and templates are provided in written/designed form for customization and use.

### Elapsed Duration

**The engagement is not to exceed a total of 3 months.**

### Cohort Design

The optimal group would be Service/Solution Managers. The ideal cohort size would be 15-20 people.

### Scope

The design of the adoption pillar for Service Management is the identification of mindsets, skills, tools, roles, and processes for managing services within a GBS organization. Once implemented, those involved will have an increased appreciation and ability to design and lead services within their organization.



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# Who Should Attend

The intended attendees are Service Category, Service, and Solution Managers within any sized GBS organization. This pillar requires that GBS leaders should have, at a minimum, attended the Professional GBS modules of Foundations and Service Management.

## The Inixia Team

The Leading Business Transformation program is **led by Global Industry Leaders, each with over 20 years of experience successfully developing, leading, and driving high-impact transformation projects in Fortune 20 companies.** These projects ranged from multi-million-dollar process transformations and innovations to billion-dollar global acquisitions and divestitures.



**Filippo Passerini**  
Co-Founder and President



**Tony Saldanha**  
Co-Founder and CEO



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# Pricing

The pricing per cohort is \$60,000

# How to Enroll

To learn more about how Inixia can partner with you on building new business capabilities, email us at [information@inixia.com](mailto:information@inixia.com)

[information@inixia.com](mailto:information@inixia.com)

# Contact Us

To learn more, contact us at

[information@inixia.com](mailto:information@inixia.com)



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# Adoption Services

Inixia offers 7 customized trainings designed to help individuals, leaders, and organizations fully adopt the skillset, mindset, and toolset to transform their business process operations.



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