

Service Delivery Management

What is Service Delivery Management (SDM)?

Service Delivery Management (SDM) ensures clients receive the highest standard of support from NTT Security delivery teams and our partners. Available at three different levels to best meet client requirements, SDM can include extended options such as business reviews, bespoke reporting and tracking of broader service improvement programmes via a management dashboard.

Who is SDM for?

Every business is different and SDM is available at three flexible levels to match the focus, circumstances, capabilities and constraints of your business. Choose from Service Lite, Service Management and Service Operations, depending on the level of support your organisation requires.

Benefits of SDM

- **A security partnership** – we are committed to working with you to develop a long-term relationship and deep understanding of your business. Your Service Delivery Manager will become a natural extension of your team and you will benefit from strong internal and external stakeholder management at a senior level, throughout the delivery lifecycle
- **Business intelligence** – the Service Delivery Manager works as part of your team to really understand your organisation, bringing a depth of knowledge and ensuring the evolving needs of your business are met
- **Clearly-defined processes** – as your service delivery partner, we have a clear, consistent contact process so that you know exactly what to expect from our support
- **Reduce complexity** – choosing SDM saves you time and money and reduces your administrative burden
- **Skills** – our ongoing investment in training and accreditation means we can resolve problems efficiently, quickly getting you back to business as usual
- **Regular service reports** – summarising service activity and performance during the reporting period, including incidents, changes, problems and project activity
- **Lifecycle management** – a regular report, outlining your estate with NTT Security and detailing end-of-life status, gives you the most up-to-date information needed to maintain your estate and plan for upcoming CAPEX and OPEX costs
- **Continuous improvement** – SDM customers benefit from regular review meetings, a key component of which is identifying areas where the service can be improved, such as analysis of the root cause of incidents and problems. These are then tracked to conclusion by the Service Delivery Manager, reducing the risk of potential security issues
- **Customer Satisfaction Programme** – in order to review overall service delivery from NTT Security, SDM clients are invited to give feedback through a bi-annual satisfaction survey. This is analysed by the SDM team, and the results plus suggested improvements are communicated back to our clients.



The case studies below outline the value the three flexible levels of service deliver to our clients:



Service Lite –

Case study example – leading HR and payroll services provider

Overview

NTT Security has provided a managed security service to this client for the past 18 months. The Service Delivery Manager has built relationships across the business from engineers to IT Directors and the CISO.

Business value of Service Lite

The managed service is a complex, hybrid solution, and SDM ensures that the client is provided with a fully joined-up service. Bi-weekly ticket review calls – also attended by an engineer from the NTT Security Security Operations Centre – have decreased the number of outstanding/open tickets.

A monthly review call, hosted by the Service Delivery Manager, walks the client through the reporting dashboard which tracks all open actions and provides data points across the monitored services. This is valuable to the client as it covers the status of issues and actions.

Service Management –

Case study example – large global communications business

Overview

This client provides a managed service to large organisations in a range of industry sectors using NTT Security's SecureCall service as its technical back-end support across key technologies. The Service Delivery Manager works closely and collaboratively across the business with senior network engineering staff and Client Delivery Managers.

Business value of Service Management

A sophisticated lifecycle management system, tailored specifically for the business, allows the client to review and plan for technology end-of-life dates. Service delivery reporting means the business can track and report on credits used in the professional services and technical support services provided.

When replacement hardware was urgently required, the Service Delivery Manager worked across departments within NTT Security and with a technology vendor to procure a return merchandise authorisation (RMA) at very short notice. On resolution of the issue, the Service Delivery Manager provided a detailed incident report for the client, including recommendations and actions for future process improvements.

Service Operations –

Case study example – leading oil and gas exploration company

Overview

Having expanded into new territories, and with more employees working remotely and increased collaboration with partners and customers, this client's perimeter had become blurred. Through an on-site Advanced Security Operations Centre (ASOC), NTT Security provides a Security Monitoring and Alerting service based on the latest technologies and best practices. This provides increased visibility and early warning of cyber threats to day-to-day operations.

Business value of Service Operations

SDM means this client benefits from a regular on-site presence together with internal and stakeholder management at a senior level. The Service Delivery Manager works closely with the ASOC team, providing local management and coordination of incidents and escalations to ensure consistent quality and efficiency. Of key value to the client are the face-to-face meetings with the Service Delivery Manager. These collaborative sessions include daily reporting on key incidents, weekly service updates, task prioritisation and monthly service reviews, including threat intelligence, social engineering reporting and quarterly executive level reviews. The Service Delivery Manager also plays an active role in managing relationships with third parties and maintaining service documentation.

How does SDM work?

As outlined in Figure 1, below, the service models include regular reporting, escalation management, the provision of service documentation,

lifecycle management and vendor management.

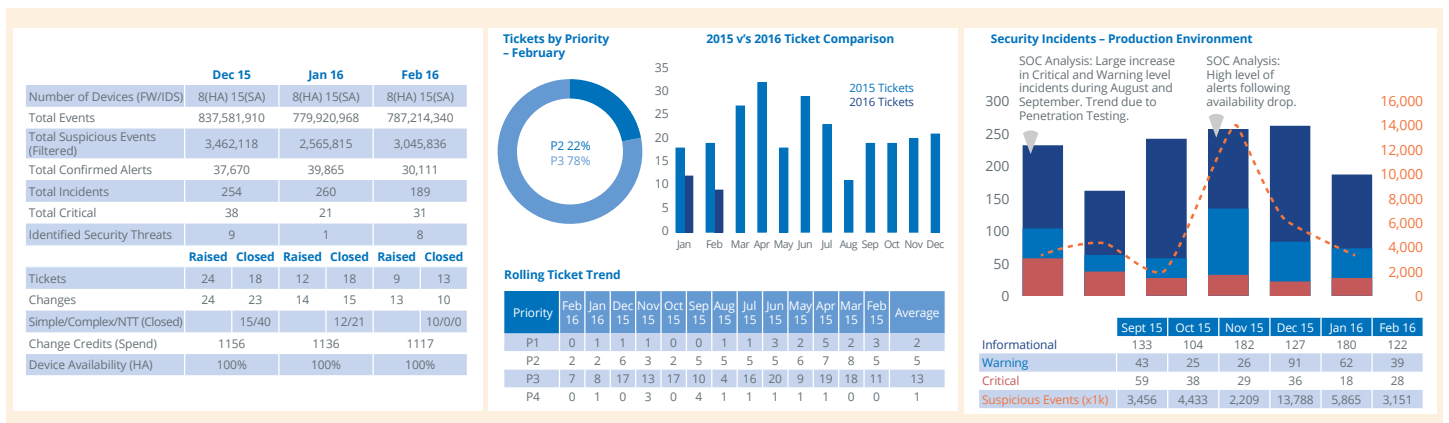
Business reviews, bi-weekly health check calls and a service delivery management dashboard are also available options,

depending on the chosen service level. Your account manager will discuss your business requirements with you and suggest the appropriate level of SDM for your organisation.

Figure 1 SDM model and service levels

Feature	Service Lite	Service Management	Service Operations
Delivery Model	Remote	Remote	On-site*
Reporting	Quarterly	Monthly	Monthly
Bi-Weekly Health Check Call	No	Yes	Yes
Service Reviews	Annually	Quarterly	Monthly
Escalation Management	Yes	Yes	Yes
Service Documentation	Quick Reference Guide and Service Summary	Quick Reference Guide and Service Summary	Quick Reference Guide and Service Summary
Lifecycle Management	24mth View (Every 9 months)	24mth View (Every 6 months)	24mth View (Every 3 months)
Vendor Management	1 Workshop	2 Workshops	3 Workshops
SDM Dashboard	Optional	Yes	Yes
Service Workshop	No	No	Yes
Business Review	No	No	Yes

Figure 2 Ticket dashboard, security incidents overview, review of the quarter: examples of typical SDM dashboards and reporting



Why choose SDM?

The current digital landscape creates great opportunities for business, but with this comes new risk. Organisations constantly face new challenges, which are compounded by the need for the right skilled resources. That's why NTT Group clients choose SDM to improve co-ordination of services from partners, help lower the cost of administration and

reduce the complexity of maintaining multiple support systems.

NTT Security Service Delivery Managers work as members of your security team. Our exclusive focus on information security and investment in training covering numerous accreditations, means we are in a unique position to share our practical knowledge and experience.

Whether dealing with a major incident or simply evaluating a proof of concept, the Service Delivery Manager will act as the customer champion, proactively seeking out opportunities to minimise incident recurrence, capture lessons learned and implement service improvement activities.

About NTT Security

NTT Security is the specialized security company of NTT Group. With embedded security we enable Group companies (Dimension Data, NTT Communications and NTT DATA) to deliver resilient business solutions for clients' digital transformation needs. NTT Security has 10 SOCs, seven R&D centers, over 1,500 security experts and handles hundreds of thousands of security incidents annually across six continents.

NTT Security ensures that resources are used effectively by delivering the right mix of consulting and managed services for NTT Group companies – making best use of local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest ICT companies in the world. Visit nttsecurity.com to learn more.

**To find out more about SDM,
contact us at:**
www.nttsecurity.com or
+44(0) 118 930 6060 or by email
SD-UK@nttsecurity.com