

	1	2	3	4	5
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25
27	28	29	30	31	
S	M	T	W	T	F

Section - 2

Service operation — encompasses

the day-to-day activities, processes and infrastructure responsible for delivering value to the business through technology.

In Service Strategy, Service Design, Service Transition and Continual Service Improvement, we create value. But, no service is consumed and no business activity is experienced. Because user can access the service during service operation, we need high support levels to keep service consumption at high-levels.

No customer wants to pay for a service that does not perform as needed or is not available for usage.

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31		

Factors affecting service operations are

1. Management's emphasis on sales - focus on sales rather than services.
2. Performance monitoring and feedback - quality assurance processes, targets and feedback.
3. Efficiency demands - time pressures associated with workload and KPI's service quality delivery / productivity demands conflict, insufficient breaks.
4. Call Center Structure and Support processes - communication, technical / product support, resources.
5. Importance of employee - job life - customer service orientation, ability to cope with stress, positive flexible attitude.
6. Human resource management practices - job cognition, rewards, incentives, roster shift times, training.
7. Teams and team leaders - team leader team members, (social, technical, emotional support)