

# Sr. Mgr. DDIT Svc.Mgt CN Data Platf

Job ID

393869BR

Apr 21, 2024

China

## Summary

-Responsible for holistic IT Service Management including all ITIL Processes, Service Operations as well as Operational Quality Management oversight along with continual service improvement and supplier operational governance -Govern the service operations, service transition, quality, compliance, and audit readiness of services delivered -Manage a service operation with standardized services, processes, and tools to provide efficient, high quality services -Provide highest business value through effective management of IT resources (people, financial resources, and services) related to the function -Meet customer and internal IT service levels and proactively drive continuous service improvement collaboration with the Service excellence team of the Function -Contribute to enabling operational excellence and continuous improvement in the Service quality across TT. Own and drive the delivery of the service ensuring delivery to SLA and Service continuity meeting the consumer needs

## About the Role

### Major accountabilities:

- Owns TIS process operations for specific process out of Change Management, Problem Management, Knowledge management, Service Request Management, Event Management, Incident management, Major Incident Management, Asset, Configuration management Transition Management as well as Availability Management etc (some of which be on 24X7 basis).
- Work involves providing inputs for and leading supplier governance for TIS for these processes.
- Role is also responsible meeting various process KPIs, publishing of periodic dashboards as well as reports and correctness of the same.
- These processes require engagement and timely communications with functional stakeholders.
- Role also supports escalation manager for MIM.
- Own and drives end to end delivery of Service Management aspects of all processes and its execution adherence as per global policies in specific Tower operations.
- In collaboration with service lines, governs suppliers ensuring services are delivered to the agreed KPIs & SLAs while keeping the Customer Satisfaction as focal point.
- Strives for process maturity/ simplification/ automation and collaborates with various service lines/cross towers to ensure quality services are seamlessly delivered to the business stakeholders through Continual Service Improvement.
- Monitors, assesses, and report the performance of services and deliverables; takes corrective actions; communicates to stakeholders and leadership.
- Role also represents TIS to GPOs on all matters related to these processes as well as schedule process related meetings such as CAB (Change Advisory Board).
- Drive governance of all TIS suppliers on relevant processes.

- The role is also responsible for defining, reporting and improving these process KPIs through Continual service improvement and drive CSAT for TIS or specific tower for TIS/ Specific process.
- Drive IT Service Management for specific ITIL Processes, Service Operations along with continual service improvement and supplier operational governance.
- Support in Predict and prevent operations for assigned scope with target to identify gaps, reducing MTTR, improving time to delivery and CSAT within the scope in collaboration with relevant service lines.
- Manage a service operations with standardized services, processes and tools to provide efficient, high quality services.
- Drive Actionable periodic Supplier Governance calls ensuring they deliver quality services, meet all KPIs and SLAs along with CSAT targets for specif

#### **Key performance indicators:**

- Stable, compliant, secure, and cost-effective operations measured by Availability, Performance, Capacity Metrics along with continuous cost reductions YOY.
- No major business disruptions, Responsiveness and Recovery Speed of critical incidents / issues in business.
- Speed and agility in delivering services to users.
- Operational targets, SLAs and KPIs are met.
- Operational efficiencies delivered through suppliers and level of process control.
- Learning Agility, Ability to evaluate and launch new services & capabilities.
- Productivity gains and defect reduction through continuous improvement.
- Automation led Programmable Infrastructure and Platform Services.
- Establish a Technical Vision, clear strategy, and execution against the plan.
- Compliance level of applicable IGM/ISRM policies.

#### **Minimum Requirements:**

#### **Work Experience:**

- Risk.
- Operations Management and Execution.
- Ambiguity.
- Financial Management.
- Supporting Quality activities / issues.
- Strong cross functional leadership.
- Patient/client driven with excellent communication skills.

#### **Skills:**

- Cost-Effective Spend Management.
- Quality Management & Standards.
- Management of Ambiguity and Uncertainty.
- Communicating with different customer groups.
- Negotiating.
- IT Service Level Management.
- IT Incident & Problem Management.

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Division

Operations

Business Unit

CTS

Location

China

Site

Dalian (Liaoning Province)

Company / Legal Entity

CN14 (FCRS = CN014) China Novartis Institutes for BioMedical Research Co., Ltd.

Job Type

Full time

Employment Type

Regular

Shift Work

No

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