

Service Compliance

Back to Basics

SRVISION April 2024



Introduction



Jason Hamer – Service Management Architecture and Governance.

7 years in Vodafone.

Service Management for over 25 years.

Winner of the Professional Service Management award for Service Innovation 2023.



Vodafone -

The connectivity and digital champion, winning customers' trust every day

PRIORITIES



Customers



Simplicity



Growth

SPIRIT

Earn customer loyalty

Create the future

Experiment, learn fast

Get it done, together

PURPOSE

Inclusion



Planet



Digital Society

Why did we start this journey?



CUSTOMERS

Winning customers' trust every day

- Focus on delivering **Value** and **Operational stability** to our customers.
- **Reduce** the complexity of customer journeys.
- **Streamline** areas of operation that gave **poor** customer experience.



SIMPLICITY

Simplicity, operational effectiveness & efficiency

- **Legacy shutdown**, reduce **Risks** and drive **Automation**
- **Standardise** to drive holistic ways of working and single processes.
- **Remove** complexity, bespoke solutions and barriers.



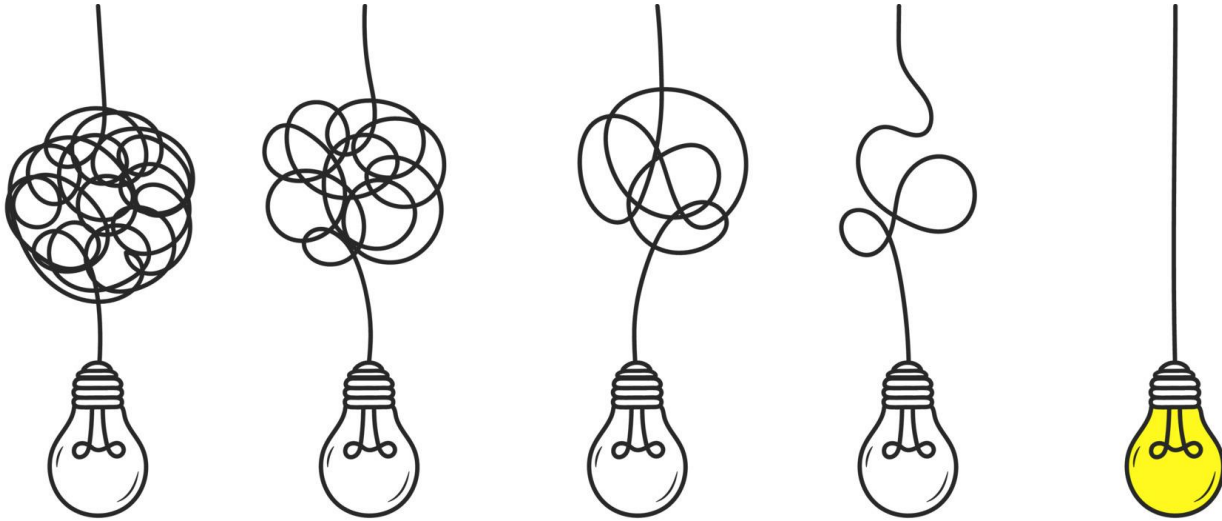
GROWTH

Evolve Technology to drive sustainable revenue and profit growth

- **Simplify** platforms, products and processes to do more faster
- **Focus** on key services, drive major improvements to allow the business to **grow**
- **Modernise** how IT supported critical services that enabled revenue.



Back to Basics



Complex ecosystem



Simple



The Compliance Framework

Platinum Services - Systems that are critical to the delivery of products, promotions and core services that generate revenues. Disruption would cause significant risk of revenue loss, increase of expenses, legal exposure, data security issue or customer / business partner dissatisfaction.

Infrastructure Standards

- ❑ Complete description of the infrastructure components in ICMS
- ❑ Service description in ICMS & Business Impact
- ❑ Redundancy and availability of all core components (IT and NETWORK)
- ❑ No Hardware, Operating System, Database or Storage in EOSL or not supported
- ❑ Georesiliency

Application Standards

- ❑ Application architecture supports High Availability
- ❑ Performance Monitoring of the Application is done by an Industry standard tool
- ❑ Application Version
- ❑ Application Capacity
- ❑ Disaster Recovery

Common & Svc Man Requirements

- ❑ 24/7 support for applications and underlying components (all support levels)
- ❑ E2E Monitoring
- ❑ Standard ITSM Processes & Governance
- ❑ Zero P1 and P2 Defects for service enablement and onboarding
- ❑ Test, dev and pre-prod environments
- ❑ Backup and restore availability

Security Standards

- ❑ Patching
- ❑ Security Hardening
- ❑ Vulnerability Management process in place
- ❑ Latest version of Antimalware
- ❑ User Access Management in place

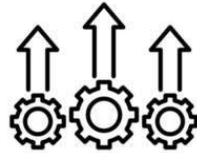
The Project



13,500 data points for compliance



Traffic light of risk



Remediation and improvement plans

650 Requested Services



400 Platinum Services

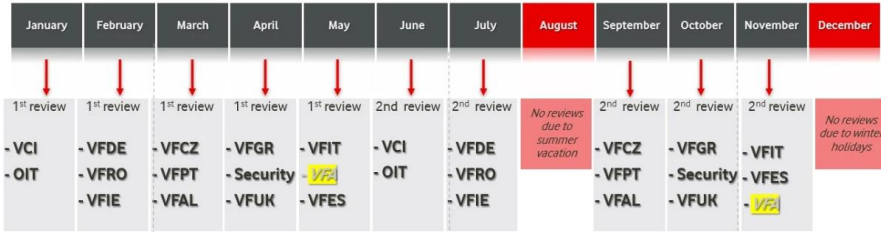


Data Driven Decisions

Review Calendar update

2024

*VF Automotive & VFTR in progress to be onboarded

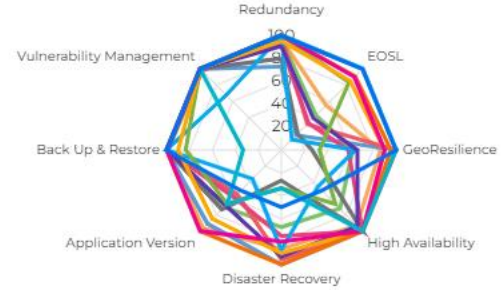


1st Service Compliance Board Meeting

2nd Service Compliance Board Meeting

3rd Service Compliance Board Meeting

Infra Redundancy	Infra EOSL	Infra GeoResilience	App High Availability	App Disaster Recovery	App Version	Common Backup & Restore	Security VulMgmt
100	100	100	50	50	50	100	100
100	100	100	33	67	33	100	100
100	90	90	100	80	100	100	100
100	91	95	100	100	100	100	100
95	85	90	100	90	85	90	100
100	83	33	67	33	67	83	100
91	39	66	94	93	68	99	100
100	13	65	45	67	35	100	68
92	33	58	100	75	58	100	100
80	20	27	100	27	73	100	100
100	32	100	100	95	55	100	98
97	43	62	72	67	70	98	98
73	18	100	100	100	91	100	100



Infrastructure	Dec '23	Mar '24	Dec '23	Mar '24	Application	Dec '23	Mar '24	Dec '23	Mar '24
ICMS	95%	95% ▬	381	373	High Availability	87%	88% ↑	347	345
Service Description	97%	98% ↑	390	383	Perf Monitoring	81%	83% ↑	327	323
Redundancy	94%	94% ▬	381	367	App Version	65%	70% ↑	262	275
EOSL	43%	43% ▬	174	166	App Capacity	90%	91% ↑	360	354
Georesilience	68%	73% ↑	265	284	Disaster Recovery	78%	84% ↑	312	328
Common	Dec '23	Mar '24	Dec '23	Mar '24	Security	Dec '23	Mar '24	Dec '23	Mar '24
24/7 Support	92%	93% ↑	370	362	Patching	92%	92% ▬	338	360
E2E Monitoring	92%	94% ↑	371	366	Hardening	89%	88% ↓	365	345
Standard ITSM	99%	99% ▬	399	389	Antimalware	94%	98% ↑	377	383
Zero P1 & P2 Defects	99%	99% ▬	400	390	Vulnerability Man	96%	97% ↑	385	379
Test Dev & Pre-prod Env	97%	97% ▬	390	379	User Access Man	96%	96% ▬	386	375
Backup & Restore	97%	98% ↑	390	383					



An aerial, high-angle photograph of a city street at night. The street is filled with cars, their headlights and taillights creating a stream of light. Buildings on either side are lit up, with some windows glowing. The overall scene is a vibrant, illuminated urban landscape.

Key Highlights over 2 Years



Gamechanger



- Business focussed.
- Driving investment and improvement.
- Managing expectations.



A word cloud featuring the phrase "Thank You" in multiple languages. The words are arranged in a circular pattern around a central red heart graphic with a dotted pattern. The largest words are "THANK YOU" and "DHANYAVAAD". Other prominent words include "GRACIAS", "ARIGATO", "SHUKURIA", "BOLZIN", "MERCY", "SHUKRAN", "DANKESCHÖN", "BIYAN SHUKRIA", "TASHAKKUR ATU", "SUKSAMA", "MEHRBANI", "GRAZIE", "KOMAPSUNIDA", "OBRIGADO", "MULTUMESC", "JUSPAXAR", "TAVTAPUCHI MEDAHAGSE", "GOZAIMASHITA EFCHARISTO", "MERASTAMHY", "GAEJTTHO", "FAKAARU", "MARETA", "NINMONCHAR", "SUKSAMA EKHMET", "HUI", "GUL", "HATUR", "EKOUJU", "SIKOMO", "MAKETA", "DANKESCHÖN", "GRACIAS", "ARIGATO", "SHUKURIA", "BOLZIN", "MERCY", "SHUKRAN", "DANKESCHÖN", "BIYAN SHUKRIA", "TASHAKKUR ATU", "SUKSAMA", "MEHRBANI", "GRAZIE", "KOMAPSUNIDA", "OBRIGADO", "MULTUMESC", "JUSPAXAR", "TAVTAPUCHI MEDAHAGSE", "GOZAIMASHITA EFCHARISTO", "MERASTAMHY", "GAEJTTHO", "FAKAARU", "MARETA", "NINMONCHAR", "SUKSAMA EKHMET", "HUI", "GUL", "HATUR", "EKOUJU", "SIKOMO", "MAKETA".