Information Services

Birkbeck Information Security Policy

Code of Practice 5 – Business and Technical Service Owners

Approved by ITSAG
28 June 2023

1 Context

This code of practice forms part of the [Birkbeck IT Regulations](#) and must be read and understood in that context. For more information, contact [Birkbeck IT Services](#), a link to their contact details is available on the [Birkbeck IT Regulations](#) page.

2 Introduction

Services across the College are provided for use within, and external to, the College. These services provide business systems and functions and processes that make everything else happen. It is necessary to identify who is responsible for each of these services and a full list is maintained in the service catalogue. This document sets out what is expected of business and technical service owners in the context of the Birkbeck IT Regulations.

3 Definitions

A **Business Service** delivers value to customers/service users, producing outcomes that customers want, but with the **Business Owner** retaining the ownership of costs and risks related to the Business Service.

The **Business Owner** is the senior member of staff in the College responsible for the provision of a business service – the business function and the underlying business processes the service provides. Situated in, or outside of, IT Services, the role is intended to focus on the business implementation of the service, notably the data and processes.

The **Business Owner** may engage others to provide underlying service, but the **Business Owner** is ultimately accountable for a service.

For example, Hireserve is a Business Service provided by HR to their customers. HR own the service, utilising IT Services to provide the IT portion of the requirement to their customers.

The **Technical Service Owner** is responsible for delivering a particular IT service within the agreed service levels. Often the **Technical Service Owner** will lead a team of technical specialists or an internal support unit.

4 Responsibilities of Business Owners

The **Business Owner** shall be responsible for:
- liaising with the **Technical Service Owner**;
- identifying end-user requirements and College requirements in general;
- making decisions as to whether, and how, the service provides these requirements;
- the service level agreement (SLA) where appropriate (specifically when dealing with external suppliers);
- setting data loss and recovery time objectives where appropriate (specifically when dealing with external suppliers);
- defined functional and non-functions requirements (including information security and data protection) and future improvement;
- data and processes;
- appropriate testing schedules;
- raising change and testing requests by the appropriate channels so they can be properly resourced;
- acceptance of internally prompted changes to the service, including go-live, as well as remaining aware of upcoming changes;
- liaising with the **Technical Service Owner** on at-risk periods for the service, but the **Business Owner** will be responsible for acceptance of such periods;
- determining the impact of a loss of service;
- describing to the **Technical Service Owner** who should have access to the service and to what they should have access (and for how long) in such a way as to facilitate this;
- identifying times in the year at which the service is more critical than at other times;
- supplier liaison;
- ensuring documentation, including the service catalogue and **user** training material, is up to date;
- communication with the user community on changes and other service matters.

The **Business Owner** is ultimately accountable for a Service.

5. Responsibilities of Technical Service Owners

The **Technical Service Owner** shall be responsible for:
- liaising with the **Business Owner;**
- collaborating with the **Business Owner** on the functional and non-functional requirements;
- facilitating on the implementation of the agreed requirements;
- delivering and maintaining a specific IT Service;

- disaster recovery, backup and recovery procedures;
- ensuring documentation, including the service catalogue and **system** training material, is up to date.