

TERMS OF REFERENCE

Service Management Forum (SMF)

Objectives

- Contribute to effective consultation and collaboration between AEMO and stakeholders for the improvement of Service Management processes such as:
 - Incident management.
 - Problem management
 - Change management.
 - Release management.
 - Service Desk function.
- To provide stakeholders the opportunity to raise and address issues relating to Change and Release Management processes.

Functions

The SMF will:

- Provide a forum for stakeholders for:
 - Discussion of Change, Release or Incident related notifications.
 - Sharing information, experiences and avenues of improvements related to notifications.
- Build required channels and interfaces between AEMO's Support Hub and Stakeholder Service Desks.
- Discuss any unplanned outages or Incidents that may have affected stakeholders.
- Provide stakeholders an opportunity to update AEMO on Service Management / Service Delivery contacts and escalation chart from time to time.
- Improvement pertaining to Request, Incident, Change and Release Management processes.
- Building communication channels and interfaces between the AEMO's Support Hub and Stakeholder Service Desks
- Act as a consultative forum, not a decision making group.



Participation

The SMF is an industry forum and any participant that is a registered Participant may attend and participate.

Individuals attending the forum are expected to have sufficient expertise and authority to consider matters on behalf of the organisation(s) that they represent, and provide the formal views of those organisations for public record.

Meetings

SMF meetings will be held at least twice a year at a location determined by AEMO.

SMF meetings will be convened by the Chairperson at such times as the Chairperson determines are appropriate, taking into account any requests for meetings, the availability of stakeholders, and the matters under discussion.

Before 1 December of each year, AEMO will publish the meeting dates for the following year having consulted the SMF first.

Administration

AEMO will prepare and distribute all meeting correspondence via email and will publish meeting records on its website.

AEMO will provide interested stakeholders with:

- An agenda 10 business days prior to the meeting.
- Relevant meeting papers 10 business days prior to the meeting.
- Draft minutes 10 business days after the meeting.

Resourcing

AEMO will provide chair and secretariat services to the SMF. The SMF will need to work with AEMO to prioritise actions. AEMO will make the final decision on the level of resourcing available.

To avoid doubt, any expenses incurred as a result of attending meetings or activities associated with the SMF are at the expense of the representative's employer.

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