

# ITIL® Poster Series #60

## The Role of the Service Owner

### Introduction

The service owner is responsible to the customer for the initiation, transition and ongoing maintenance and support of a specific service and accountable to the IT director or service management director for the delivery of the service.

Whilst process owners focus on a particular process, regardless of the service affected, the service owner represents the service across the organization. They ensure that the service delivery and support meets the agreed customer requirements. Appointing service owners provides a single point of accountability, wherever the underpinning technology components, processes reside, ensuring that those managing the service do so with a business focus. The service owner is therefore a key individual and is a major stakeholder in many of the service management processes. This poster shows examples of the role of the service owner in a number of processes.

