





# ITSM SERVICE INTEGRATION GUIDE

## Who do I need to contact?

Objective	Contact	Key Contacts
Ensures <b>Interim Support</b> of Syensqo Services <b>on Solvay's ITSM</b> until September 2025	<b>SP30</b>	 <b>Ismail KAMALI</b> - ismail.kamali-ext@solvay.com  <b>Marjanne MABIALLAH</b> - marjanne.mabiallah-ext@solvay.com
Implement <b>Syensqo's target ITSM</b> with a go-live in September 2025	<b>SP13</b>	 <b>Angélique VALVANDRIN</b> - angelique.valvandrין-ext@syensqo.com  <b>Guy KMEID</b> - guy.kmeid-ext@syensqo.com

⚠ If your service is in Reverse TSA, or has a go-live after September 2025, contact SP13 only.

## What information is needed for service integration?

- ✓ Support Groups and escalation matrix
- ✓ Required interfaces (if applicable)
- ✓ CMDB updates (Configuration Items and dependencies)
- ✓ Service Catalog entries (workflows, owners, SLAs)
- ✓ Planned changes or future updates