

# Command Centre Pool



## Welcome to the Command Center Wiki

This wiki is your centralized hub for all things related to the Command Center at Solvay. We've designed it for our team and collaborators to better understand our processes, roles, and responsibilities.

### What is the Command Center?

We use the best practices of ITIL (Information Technology Infrastructure Library), to align our services with business needs, constantly improve our processes, foster effective communication & collaboration, and adeptly navigate the digital transformation. We also operate within the context of Service Integration & Management (SIAM), managing real-time operations and coordinating IT services provided by various suppliers.

### Our mission

**We organize and improve** the way we work with Solvay services. We ensure everything operates smoothly and efficiently, while aiding our collaborators in their roles. We are driven by the belief that business and technology are intertwined. We emphasize precision and clarity, in our processes, communication, and results. Our ultimate goal is to use technology to fuel business growth, and to be a trusted ally in navigating the evolving digital world.

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### What can you find here?

Here you can find information on a wide range of topics, including:

- **ITIL Practices:** Detailed explanations of ITIL practices integrated into our operating methods since 2019, such as incident management, change management, and service level management.
- **Run & Build Activities:** A closer look at the different types of IT activities and how they relate to ITIL practices. [LINK ??](#)
- **Roles and Responsibilities:** the ecosystem within the Command Center, including process owners, Service Owners and Service Delivery Managers. [LINK](#)
- **Service Integration & Management (SIAM):** A guide to how the Command Center coordinates IT services provided by various suppliers. [LINK](#)

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### Contact

We hope this wiki will be a valuable tool for you, to use technology to fuel business growth, and to be a trusted ally in navigating the evolving digital world.

For any additional questions or concerns, please do not hesitate to contact us.

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