## SERVICE DESIGN PACKAGE

<table>
<thead>
<tr>
<th>Code:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td></td>
</tr>
<tr>
<td>Date of version:</td>
<td></td>
</tr>
<tr>
<td>Created by:</td>
<td></td>
</tr>
<tr>
<td>Approved by:</td>
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<tr>
<td>Confidentiality level:</td>
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</tr>
</tbody>
</table>

**Comment [BV1]:** All fields in this document marked by square brackets [ ] must be filled in.

**Comment [BV2]:** The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
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</tbody>
</table>

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1. General

This document describes [planning].

1.1 Service description

General parameters which describe [service name] are:

- Service name: [name of the service]
- Service status: [status]
- Service owner (IT): [name of the service owner in IT department]
- Service owner (business): [name of the service owner on business side]
- [Service representatives (enter scope of customer contact]
- Users: [enter users of the service]
- Other stakeholders: [include all stakeholders of the service]
- Service criticality: [high / medium / low]
- Service description: [description]

1.2 Service charter

The Service charter is a document which triggers service design activities.

The Service Charter is defined in Service Portfolio Management.

[role description] is responsible to define the following parameters in order to charter the service:

- Service description: [high-level description of the service]
- [Service description: (processes and functions)
- Resources required and their costs: [enter resources and their costs, as realistic as possible]
- Risks and risk management: [enter risks known in strategy phase of the lifecycle and how to manage them]

1.3 Processes

[service name] is managed by the following processes and functions throughout the service lifecycle:

<table>
<thead>
<tr>
<th>Phase of service lifecycle</th>
<th>Process</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>strategy</td>
<td>process</td>
<td></td>
</tr>
<tr>
<td>transition</td>
<td>processes</td>
<td></td>
</tr>
<tr>
<td>improve</td>
<td>processes</td>
<td></td>
</tr>
</tbody>
</table>

2. Plan and Design of the service

Service requirements are defined in [...].

2.1 Functional requirements

Comment [BV3]: ***OPTION***
Delete this if you are implementing ITIL and not ISO 20000.

Comment [BV4]: This could also be:

Comment [BV5]: This parameter will go to the project document.

Comment [BV6]: This parameter is used by organizations which have split roles between IT part of the organization and business part of the organization. Delete if organization sells directly to customer.

Comment [BV7]: e.g. financial department, all employees of the company, customer – employees of the [customer’s company name], etc.

Comment [BV8]: e.g. Management, suppliers, etc.

Comment [BV9]: How critical is this parameter?

Comment [BV10]: Enter description of the service.

Comment [BV11]: Enter who defines Service Charter.

Comment [BV12]: This is usual content of Service Charter. Delete this paragraph if Service Charter exists as a document.

Comment [BV13]: Full scope of the processes include:
- Strategy Management for IT Services

Comment [BV14]: Full scope of the processes include:
- Design Coordination process

Comment [BV15]: Full scope of the processes include:
- Transition Planning and Support

Comment [BV16]: Full scope of the processes include:
- Event Management process

Comment [BV17]: Continual Service Improvement process.

Comment [BV18]: ***OPTION***
Delete this if you are implementing ITIL and not ISO 20000.

Comment [BV19]: Enter name of the Service Level Requirements document.
Functionality of the service is describes as follows:

- [Describe functional requirements of the new or changed services and includes, e.g. interface to other services, handling and usage, planned outcomes and deliverables, etc. In the case of new services, functional requirements must be described in more detail.]
- [service name] has interfaces to the following services:
  - [list services]

2.2 Business requirements

The following business requirements must be fulfilled by [service name]:

- [List business requirements, as detailed as possible.]

2.3 Service Level requirements

The following service level requirements must be met by [service name]:

- [Describe service level targets here. Use Appendix 5 of Service Level Management Process. Besides measurable parameters, e.g. service availability, required quality of a service should be entered.]

2.4 Operational requirements

The following operational requirements must be met:

- [Operational requirements should be entered here. This includes, e.g. management and organisational requirements to operate, control, report and improve the service, backup and recovery, etc.]
- Technology – define which tool(s) and technological solutions are required and who is responsible to obtain them]

2.5 Topology and architecture design

[Describe service topology, architecture and components required to provide desired service. This includes hardware, software, network infrastructure, data, tools, documentation, processes, measurements and metrics, etc. Include graphs and plans. If design of the service becomes extensive – enter main service design options and refer to details.]

2.6 Financial requirements

The following financial resources are needed throughout [service name]’s lifecycle:

<table>
<thead>
<tr>
<th>Phase</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Type</td>
</tr>
<tr>
<td>Design</td>
<td>[Human resources]</td>
</tr>
<tr>
<td></td>
<td>[Tools]</td>
</tr>
<tr>
<td>Improve</td>
<td></td>
</tr>
<tr>
<td>Improve</td>
<td></td>
</tr>
<tr>
<td>Improve</td>
<td></td>
</tr>
</tbody>
</table>

Comment [BV20]: Splitting resources for the service, define your own types and fill this table.
2.7 Other resources

The following resources are needed during the plan and design phase:

- Human resources: [list all skills, knowledge, expertise and training that are required. Use Training and Awareness plan in Appendix of Knowledge Management Process. Include new or changed requirements.]
- Technical resources: [describe technical resources such as hardware and software needed]
- Information resources: [enter all information resources which are needed to plan and design the service]

2.8 Organization

The organization which supports the plan, design, transition, operation and improvement lifecycle phases of the [service name] consists of:

- design [service name] – [enter organizational unit name(s)]
- transition [service name] – [enter organizational unit name(s)]
- operate [service name] – [enter organizational unit name(s)]
- improve [service name] – [enter organizational unit name(s)]

2.9 Provision of components

Other parties which contribute to the provision of service components for [service name]:

<table>
<thead>
<tr>
<th>Party</th>
<th>Ability to fulfill service requirements</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Transition requirements

3.1 Build, test, release and deploy

Tests, to verify that [service name] fulfills the service requirements and documented design, are carried out through the Service Validation and Testing process; see Service Validation and Testing Process.

Release and deployment of [service name] are carried out through the Release and Deployment process; see Release and Deployment Process.

The transition phase of [service name]'s lifecycle consists of:

- Build – [describe how components of the service will be built, i.e. assembled and integrated into release, e.g. tools and methodologies.]
- Testing – [describe which tests will be carried out during transition as well as customer acceptance test, and respective criteria.]
- Release and deployment –
  - Back-out – [describe plans, responsibilities and criteria for activation]

Comment [BV21]: ***OPTION*** Delete this section if you are implementing ITIL and not ISO 20000.

Comment [BV22]: ***OPTION*** Delete this section if you are implementing ITIL and not ISO 20000.

Comment [BV23]: Fill only if party is required. Explain why further actions are needed.

Comment [BV24]: Describe details etc.

Comment [BV25]: Refer to Release needed.
3.2 Closure and sign-off

A list of the plans and policies which were created, i.e., changed, due to the introduction of [service name]:

- [Availability Plan]
- Incident Management Policy
- ...

The following roles are to confirm that delivery of their respective processes correspond to requirements:

<table>
<thead>
<tr>
<th>Process name</th>
<th>Responsible role</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Availability Management]</td>
<td>[Availability Manager]</td>
</tr>
</tbody>
</table>

The following parties are informed about outcomes achieved against the expected outcomes:

- [customer representative]
- [Service Level Manager]
- [Capacity and Exchange Manager]
- SMS Manager
- ...

4. Removal of the service

In order to remove [service name], the following activities must be performed:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date for removal</td>
<td></td>
</tr>
<tr>
<td>Activating, adapting, and testing data transfer readiness</td>
<td></td>
</tr>
<tr>
<td>Disposal or transfer of data</td>
<td></td>
</tr>
<tr>
<td>Maintaining service documents and other service components</td>
<td></td>
</tr>
</tbody>
</table>

5. Timescale

The timescale for plan and design activities of [service name] is presented in the following table:

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design, definition of service</td>
<td>To be defined</td>
</tr>
<tr>
<td>[hand-over to Transition and Planning Support]</td>
<td></td>
</tr>
</tbody>
</table>
6. Validity and document management

This document is valid as of [date].

Owner of this document is [Design Coordination Manager], who must check and, if necessary, update the document at least once a year.

[job title]

[name]

[signature]

Comment [BV30]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV31]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.
Enter description of the service.

Include description of functionality, how the service fulfills service requirements, characteristics of the service (e.g. availability, capacity, security and continuity consideration, etc.)

Enter who defines Service Charter.

***OPTION***

If you are implementing ITIL – it is usually Service Portfolio Management. Change if you are implementing only ISO20000.

Full scope of the processes include:

- Strategy Management for IT Services
- Service Portfolio Management
- Financial Management for IT Services
- Demand Management
- Business Relationship Management

Full scope of the processes include:

- Design Coordination process
- Capacity Management process
- Availability Management process
- IT Service Continuity Management (ITSCM) process
- Information Security Management

List processes which your organization implemented.

Full scope of the processes include:

- Transition Planning and Support
- Change Management process
- Service Asset and Configuration Management (SACM) process
- Service Validation and Testing (SVT) process
- Release and Deployment management (RDM) process
List processes which your organization implemented.

- Change Evaluation
- Knowledge Management (KM) process

Full scope of the processes include:

- Event Management process
- Incident Management process
- Request Fulfillment process
- Problem Management process
- Access Management process
- Service Desk Function
- Technical Management function
- IT Operations Management function
- Application Management function

List processes and functions which your organization implemented.

Enter name of the Service Level Requirements document (see Appendix in scope of Service Level Management Process.)