## DESIGN COORDINATION PROCESS

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


**Comment [BV3]:** 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

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<td>Branimir Valentic</td>
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Design Coordination process.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Change Management Process
- Release and Deployment Management Process
- Service Validation and Testing Process
- Service Level Management Process
- Supplier Management Process
- IT Service Continuity Management Process
- Communication Procedure

3. Policy

The Design Coordination process is a single point of coordination for all service design activities.

Design Coordination has the following goals:

- To coordinate all service design activities and resources
- To produce Service Design (SD) documentation that SDP is translated to provide in transition phase of the service lifecycle (defined in Transition Planning and Support Process)
- To continually improve efficiency and effectiveness of design activities and processes
- To ensure compatibility of design activities with corporate governance, strategy or architectural requirements
- To ensure that common methodology (which includes design framework and standards, reusable design practices and processes) is used across the organization

Within the scope of the Design Coordination process are:

- Design of services, technology, processes, information and metrics.
- Design of new services and changes to services with the potential to have a major impact on services as a whole
Services that are handled by the Design Coordination process include design of new or changed services. [role description] is responsible for ensuring that general rules for design of services are defined and maintained. General rules are as follows:

- [...]

- **Documentation produced for design activities includes:**
  - Service Design Package (SDP) – see SDP in Appendix
  - Training plan (see Training and Awareness Plan in Appendix of Knowledge Management Process)
  - Testing plan – see Testing Plan in Appendix of Service Validation and Testing Process
  - Deployment plan – see Release and Deployment Planning in Appendix of Release and Deployment Process
  - Measurement and metrics plan
  - ... etc.

- [Service Level Manager] is responsible for the change/creation of the Service Level Agreement (see Service Level Agreement in Appendix of Service Level Management Process) for [service name].
- The Service Level Manager is responsible for updating the Service Catalogue; see Service Catalogue in Appendix of the Service Catalogue Management Process.
- Service Coordination Manager ensures that all other contracts (e.g. Supplier contracts) are aligned with service requirements.

4. **Design coordination activities**

[Design Coordination Manager] is responsible to coordinate general service design activities, which include:

- Planning for the new or changed service – performed with customer and other interested parties. Results, i.e. requirements and needed resources, are entered into SDP.
- **Service Level Requirements in Appendix of Service Level Management Process**, see Service Level Requirements in Appendix of Service Level management Process), analysis, documentation and confirmation by customer.
- Design of services, technology, processes, information and metrics.
- Review and revision of the design of all processes involved in service design.
- Review and revision of all documents generated in service design.
- Production of service designs and SDPs.
- Development of Service Acceptance Criteria (see SAC in Appendix of Service Validation and Testing Process).
- Serves as communication hub to all interested parties (e.g. suppliers, internal supporting unit). Communication is defined in document “Communication Procedure.”
- **Risk identification, management and assessment of all planned service design or design activities – see Risk Assessment and Treatment in Appendix of the IT Service Continuity Management Process.**
- Validates design of new or changed services to ensure that it fulfills service requirements.
4.1. Activities relating to individual design

[role description] is responsible for the following activities related to individual design of new or changed services:

- Plan individual designs – use SDP; see SDP in Appendix
- Assess impact of new or changed services on the SMS
- Coordinate individual design
- Monitor individual design
- Review design to ensure that it fulfills service requirements and carry out handover of SDP to [Transition Manager]

Comment [BV19]: e.g. Project Manager or some other role responsible for design of the particular service.

Comment [BV20]: ***OPTION***
Delete this if you are implementing ITIL and not ISO 20000.

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

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

4.2. Closure and sign-off

[role description] is responsible to use the following documents and ensure that design of the new or changed service fulfills service requirements:

- Service Level Agreements
- Service Acceptance Criteria
- Test results; see Test Plan in Appendix of Service Validation and Test Process
- [...]

[role description] is responsible to create, i.e. update the following documents which are affected by introduction of new service or change of existing service:

- Plans and policies for the affected processes
- Service Catalogue – WC will be raised and Service Catalogue will be changed in scope of Change Management Process
- Service Level Agreement – RFC will be raised and SLA will be changed in scope of Change Management Process
- [All other agreements and contracts]

Comment [BV23]: ***OPTION***
Delete this section if you are implementing ITIL and not ISO 20000.

4.3. Removal of the services

[role description] is responsible to plan removal of the service; see Service Design Package in Appendix. The following data must be planned:

- Date for removal
- Archiving solution and responsibility
- Disposal or transfer of data
- Handling of service documents and other service components

5. Roles and responsibilities

5.1. Design Coordination Manager

[job title] assigns the Design Coordination Manager role.
Responsibilities of Design Coordination Manager:

- Overall responsibility for carrying out activities within the scope of Design Coordination Management
- Coordinates with other Service Management roles and processes
- Responsible for reporting and managing information
- Plans and coordinates resources and capabilities required to design new or change existing service
- Ensures that appropriate service designs / SDPs are developed and handed over to transition process
- Ensures that design of processes, services, information, technology and metrics meet both business and customer requirements
- Improves effectiveness and efficiency of service design processes and activities
- Ensures that all parties involved in service design adopt common framework and standards, as well as reusable activities, processes and systems whenever possible

6. Measurement and metrics

6.1. Measurement

[role description] is responsible to produce reports.

[role description] is responsible to:

- Evaluate reports
- Define measures for improvement
- Send reports to Service Level Manager on a monthly basis

6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. Metrics to be reported:

- Number and percentage of incidents that arise from bad design
- Number of changes that arise from design coordination activities
- Number and percentage of services that go into transition, with separation of successful and unsuccessful transitions
- Number of services returned from transition process i.e. Transition Planning and Support process

6.3. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
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<tr>
<td>SDP is consistent and matches requirements</td>
<td>Number of revised SDPs that reveal inconsistencies</td>
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Comment [BV24]: Example: Event Manager, Continual Service Improvement Manager.

Comment [BV25]: Or similar role.

Comment [BV26]: Change if needed.

Comment [BV27]:

Comment [BV28]: e.g. one of the categories used for incident categorization can be "Service Design deficiency."

Comment [BV29]: e.g. Major changes.

Comment [BV31]: Example of CSFs and KPIs. Each organization must develop its own CSFs and KPIs depending on organization maturity and environmental circumstances. Achievements against KPIs must be monitored and used in other processes and as a basis for improvement.
7. Managing records kept on the basis of this document

<table>
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<tr>
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<td>[job title]</td>
<td>Design Coordination Manager</td>
<td>Reports are kept for [...].</td>
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8. Validity and document management

This document is valid as of [date].

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

9. Appendices

- Appendix 1: Service Design Package

[job title]

[name]

[signature]

Comment [BV30]: Based on practice or ...

Comment [BV32]: Overall responsibility. Usually Design Coordination Manager.

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Comment [BV34]: Example: for current year (YTD) – in [tool name], otherwise archived in [tool name or place of archive].

Comment [BV35]: Overall responsibility for Design Coordination Process. Usually Design Coordination Manager.

Comment [BV36]: Change if needed.

Comment [BV37]: Example: for current year (YTD) – in [tool name], otherwise archived in [tool name or place of archive].

Comment [BV38]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV39]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.