# SERVICE VALIDATION AND TESTING PROCESS

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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 Service Validation and Testing Management process (hereafter referred to as “SVT”).

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

- Release and Deployment Management Process
- Design Coordination Process

3. Policy

[organization name] uses SVT to ensure that a new or changed service meet design as well as business requirements.

The goals of SVT are:
- To ensure that the released service matches the design specification and delivers expected results
- To ensure the quality of the released service
- To manage customer requirements and confirm that they are correctly defined, detect deviations as early as possible and make necessary actions to eliminate them
- To detect issues, errors and risks throughout the transition of a service

3.1 SVT general requirements

It is in [role description]’s responsibility that the following apply:
- SVT process is not active in any other design or development activities
- Service Design Package (SDP) and SDP as Appendix of Design Coordination Process is not definitive unless it contains pass and fail criteria for the service test
- Customers and other stakeholders are included in testing activities

3.2 Test plan and tests

[role description] is responsible for ensuring that the test plan (see Appendix), as well as service test cases, are developed.

[organization name] performs the following testing:
- Performance testing
- Security testing

Comment [BV3]: ***OPTION*** Replace this with "SLA" if you are implementing ISO 20000.
Comment [BV4]: ***OPTION*** Replace this with "SQA" if you are implementing ISO 20000.
Comment [BV5]: ***OPTION*** Delete this if you are implementing ITIL and not ISO 20000.

Comment [BV6]: These are examples of possible testing. Adapt to your own situation.
- Service testing – test if service delivers business benefit
4. Process

![Diagram of Service Validation and Testing process activities]

Figure: Service Validation and Testing process activities
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4.1. Validation and test management

The service validation and test manager for a particular test is responsible for planning, control and reporting of all activities during the test stage (see Test Plan in Appendix).

4.2. Plan and design tests

[role description] plans and designs tests, while considering the following aspects:

- Resources – human and non-human resources
- Schedule of milestones, handover and delivery dates – see Test Plan in Appendix
- Supporting services which are needed – physical security, communication, etc.
- Financial – budgets and funding are ensured
4.3. Verify test plan and test design

[role description] is responsible to verify test plan and test design.

4.4. Prepare test environment

[role description] is responsible for ensuring that the environment is set and ready, as well as to capture a baseline.

4.5. Perform test

[role description] is responsible to perform tests, document results, advise [S.I.] and manage incidents created by the test.

4.6. Evaluate exit criteria and report

[role description] compares actual results and expected results.

4.7. Test clean-up and closure

[role description] is responsible for ensuring that the test environment is cleaned up and initialized.

5. Roles and responsibilities

5.1. Service Validation and Testing Manager

[role description] assigns the Service Validation and Testing Manager role.

Responsibilities of Service Validation and Testing Manager:

- Overall responsibility for carrying out activities within the scope of service validation and testing management.
- Coordinates with other Service Management roles.
- Plans and manages tools needed to support the Service Validation and Testing Management process.
- Recognizable for reporting and managing information.
- Allocates and manages work of staff involved in testing activities.
- Develops and maintains the Service Validation and Testing Management process and procedures.
- Manages test environment requirements.
- Plans and manages support of test tools.

5.2. Service Validation and Testing Practitioner

[role description] assigns the Service Validation and Testing Practitioner role.

Responsibilities of Service Validation and Testing Practitioner:

- Conducting tests and benefitting.
6. Measurement and metrics

6.1. Measurement

[role description] is responsible to produce reports.

Reports are sent to the Service Level Manager on a monthly basis.

[role description] is responsible for ensuring that:

- reports are produced monthly, with quarterly and yearly summaries
- reports are evaluated
- measures for improvement are defined

6.2. Metrics

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

- Number of tests performed
- Number of tests ended on time
- Number of tests which needed to be repeated

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].

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<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
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<tr>
<td>Tests are thorough and comprehensive.</td>
<td>Number of incidents opened due to poorly tested release</td>
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<tr>
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<td>Number of incidents opened due to errors in test procedures or activities</td>
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7. Managing records kept on the basis of this document

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Comment [BV16]: Service Validation and Testing Practitioner.

Comment [BV17]:

Comment [BV18]: Change if needed.

Comment [BV19]: Example: Service Validation and Testing Manager, Continual Service Improvement Manager.

Comment [BV20]: Final list depends on tool’s possibilities, i.e. requirements.

Comment [BV21]: 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.

Comment [BV22]: Design Coordination Manager.

Comment [BV23]: Change if needed.
8. Validity and document management

This document is valid as of [date].

Owner of this document is [role description], who must document at least once a year.

9. Appendices

- Appendix 1: Service Acceptance Criteria
- Appendix 2: Test Plan

[job title]

[name]

[signature]