

[Organization logo]

[Organization name]

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SERVICE DESIGN PACKAGE FOR [SERVICE NAME]

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

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Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

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1. General

This document describes planning, design, transition and

1.1 Requirements

Service requirements are identified in the Service Level Requirements (SLR).

1.2 Impact

Impacts of services are as follows:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

1.3 Service description

The general parameters that describe [service name] are:

- Service name: [name of the service]
- Service owner (IT): [name of the service owner in IT department]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

2. Planning

2.1 Authorities and responsibilities for design, development, and transition activities

Assessment and approval of the new or changed service is controlled by the Change Manager.

Role	Responsibilities
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

2.2 Activities

Activities to be performed during the planning stage are:

Commented [20A3]: This could also be:

Commented [20A4]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

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[organization name]

- [redacted]
- [redacted]
- [redacted]

2.3 Communication

The Planning and Design Coordination Manager is responsible for communication between all parties involved in the planning stage.

2.4 Resources

The following resources are needed during the planning phase:

- [redacted]
- [redacted]
- [redacted]

2.5 Timescale

The timescale for planning the activities of [service name] is presented in the following table. The [redacted] and implementation progress.

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

2.6 Identification, assessment, and management of risks

[Job title] is responsible to perform risk identification, assessment, and management according to the criteria and methodology set in the SMS Plan.

2.7 Responsibilities

Responsibilities of the [redacted] are presented in the following table:

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

2.8 Testing requirements

[Service name] requires the following testing:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Commented [20A19]:
[redacted]

Commented [20A20]: Examples may include:
[redacted]

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Commented [20A23]: These are mandatory, so please don't delete any; you may include additional elements according to your company practices.

Commented [20A24]: These are only examples; please include the activity according to your company practices.

Commented [20A25]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

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Commented [20A28]:
[redacted]

Commented [20A29]:
[redacted]

Commented [20A30]:
[redacted]

Commented [20A31]:
[redacted]

[organization name]

- [redacted]
- [redacted]

The Service Validation and Testing Manager is responsible to define which tests are performed and to maintain the Test Plan.

2.9 Service Acceptance Criteria

The Planning and Design Coordination Manager is responsible to define the service acceptance criteria and prepare the Service Acceptance Criteria document.

2.10 Removal of the service

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

Activity	Responsibility	Activity Duration
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

3. Design of the service

3.1 Activities, authorities, and responsibilities for delivery of the [service name]

Activities which need to be performed by the service provider, [redacted] scope of the Service Level Management Process.

3.2 Service asset requirements

The following resources are required to be included in the [service name] design:

Resource	Requirements description
Human resources	[redacted]
Technological resources	[redacted]
Documentation resources	[redacted]

Commented [20A32]: [redacted]

Commented [20A33]: [redacted]

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The following financial resources are needed for delivery of [service name]:

Resource	Quantity	Unit Cost	Total Cost
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Commented [20A37]: [Redacted]

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3.3 Changes and updates

New or changed services are causing the following actions:

- [Redacted]
- [Redacted]
- [Redacted]

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Commented [20A41]: [Redacted]

Commented [20A42]: [Redacted]

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Commented [20A44]: [Redacted]

4. Transition requirements

4.1 Build, test, release, and deploy

[Job title] must perform tests to verify that [Redacted]

Commented [20A45]: Please insert the appropriate job title according to your organization practices, e.g.: Service Manager, Test Analyst, etc.

Commented [20A46]: E.g.: [Redacted]

[Redacted] **Release and Deployment Management Process**. The Release and Deployment Manager is responsible for release and deployment activities.

Commented [20A47]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.3_Release_and_Deployment_Management".

4.2 Closure

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

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A48]: These are only recommendations; you can adapt them according to your company practices.

Review of the finished deployment is controlled by the Change Manager.

5. Validity and document management

This document is valid as of [date].

[organization name]

The owner of this document is the Planning and Design Coordination Manager, who must check and, if necessary, update the document at least **once a year**.

Commented [20A49]: This is only a recommendation; you can change the frequency according to your company practices.

[Job title]

[Name]

[Signature]

Commented [20A50]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.