# Service name (SDTP)

The page title should use the following format "Service name (SDTP)"

# Document Control

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| --- | --- |
| **Author** | Lead author and main person responsible for the SDTP |
| **Document status** | DRAFT  CHANGED REQUESTED  READY FOR SSB REVIEW  READY FOR COUNCIL REVIEW  APPROVED  REJECTED |
| **SSB approval date** |  |
| **EGI Council approval date** | Date the SDTP was approved |
| **Change log** | Track/describe all major changes made to the SDTP |
| **Change log for the template** | 25.11.2016: Added "service options" and "service requests"; changed all instructional text into normal text |

# Section 1

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| **Value Proposition Design** | |
| **Customer / User Profile** |  |
| **(Potential) Customer of the service** | A customer commissions the service provider to receive the service, doing so on behalf of a number of users (see below) – specify the organisation type/category of the service e.g. NGI; RI; Resource Provider |
| **(Potential) User of the service** | Specify the user type/category of the service e.g. large research groups; individual researcher; site admins |
| **User profile**  **(pains/gains)** | Describe the situation without the new or changed service, including potential pain points the service is intended to resolve or unexploited opportunities for the customer(s) |
| **Service Overview** |  |
| **Service Name** | Clear, short name of service |
| **Service Phase** | Phase of the service design selected among: - discovery: researching users needs, exploring technological or policy constraints- alpha: service prototype is available for closed set of users- beta: service being developed while available for testing publicly- production: service available in the live environment meeting security/performance requirements- retired: service is not anymore offered  \*Note: services in beta and production phase are live and can be part of the service catalogue (see the page [*Service Phases*](file://localhost/display/IMS/Service+Phases) for more information) |
| **General description** | Provide a high-level description of what the service does and functionality included  i.e. Grid Compute: A service that allows to run computational tasks on high quality IT resources, accessible via a uniform/standard interface and supporting authentication/authorisation based on a membership within a virtual organisation. Grid Compute services are federated together from hundreds of providers across Europe and beyond offering seamless access to computing capabilities with integrated monitoring and accounting |
| **Value Proposition**  **(pain relievers / gain creators)** | Describe how the new or changed service alleviates specific user pains and/or supports its intended customer(s) to exploit new opportunities |
| **EGI Strategy** [**[1]**](https://confluence.egi.eu/pages/templates2/editpagetemplate.action?entityId=8290345&key=IMS#_ftn1) | Describe how this aligns to the EGI strategy (provide specific reference(s) to the document e.g. page, section numbers) |

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| **Success criteria** | | | |
| **Objective** | **Indicator** | **Description** | **Target** |
| Define one or more strategic objectives for this service | Name of the performance indicator(s) used to measure the progress towards the objective | Short description of the indicator and of how it will be measured | Target value for the chosen indicator(s) |
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\* Success criteria are defined with the objectives and may be quantified by performance indicators

# Section 2

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| **Business Case Design** | | | |
| **The following business case has been developed to support informed decision-making with respect to the extension or change of the service portfolio from a strategic perspective** | | | |
|  | **Best case** | **Average case** | **Worst case** |
| **Demand assessment** | Describe what is the full market potential (all user types / categories and size) and most likely uptake possible | Describe somewhere between the best and worst case scenario | Describe the minimal uptake of the service e.g. only by EGI federation; 1 user group |
| **Assumptions**  (about market uptake) | What assumptions need to be made to expect the best case scenario e.g. EC policy supports it; no commercial alternative; high user friendliness will equal mass uptake | What assumptions need to be made to expect the average case scenario e.g. requested by multiple user groups ensuring some uptake | What assumptions need to be made to expect the worst case scenario e.g. service design is high quality and will be supported at least internally |
| **Expected organisational impact on the service provider** | In the best case scenario, what organisation changes would need to be made to support the demand e.g. additional staff, expanded data centre, no impact | In the average case scenario, what organisation changes would need to be made to support the demand e.g. additional staff, expanded data centre, no impact | In the worst case scenario, what organisation changes would need to be made to support the demand e.g. additional training of staff, no impact |
| **Expected Cost** | Provide an estimate of the resources required to develop (CAPEX) and maintain / operate (OPEX) the service in the best case e.g. human effort; financial investment | Provide an estimate of the resources required to develop (CAPEX) and maintain / operate (OPEX) the average case e.g. human effort; financial investment | Provide an estimate of the resources required to develop (CAPEX) and maintain / operate (OPEX) the worst case e.g. human effort; financial investment |
| **Expected Revenue** | What revenue types will the provider obtain in return for the investment described above and possible estimates e.g. direct payment(s); funding; in-kind contribution | What revenue types will the provider obtain in return for the investment described above and possible estimates e.g. direct payment(s); funding; in-kind contribution | What revenue types will the provider obtain in return for the investment described above and possible estimates e.g. direct payment(s); funding; in-kind contribution |
| **Risks** | What are the organisational, technical, financial, market and/or legal risks associated to the service provider e.g. inability to scale to demand | What are the organisational, technical, financial, market and/or legal risks associated to the service provider e.g. competitor offers better / cheaper service | What are the organisational, technical, financial, market and/or legal risks associated to the service provider e.g. technology is not mature and stable enough to deliver required customer levels |
| **Supplier Evaluation** | If any supplier(s), whether of potential service components and/or technology, will be needed or have been identified, describe the rationale and technical evaluation to ensure the service can/will be supported | | |
| **Constraints / limiting factors** | Describe the factors that may limit or hold back the success of the service e.g. size of the market; demand in the market; availability of supply; competition; availability of finances; quality and skills of employees | | |
| **Access Policy** [**[2]**](https://confluence.egi.eu/pages/templates2/editpagetemplate.action?entityId=8290345&key=IMS#_ftn2) | Select at least 1 of the following 3 access policies the service can be accessed through; if more than one apply, specify the scenario:   * Policy-based: users are granted access to the service based on policies defined by the EGI service provider(s) or by EGI.eu * Wide access: users can freely access the service provided * Market-driven: users can negotiate a fee to access the service either directly with the EGI service provider or indirectly with EGI.eu   Note: services allowing access to rival services (e.g. computing capacity or storage) are usually provided under as policy- or market-driven; services allowing access to non-rival services (e.g. software packages or scientific data) are usually provided under a wide access policy | | |

# Section 3

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| **Service Design** |
| **The following aspects must be defined comprising the service requirements, the service architecture (both high-level and technical) and the service acceptance criteria** |

Following, the results of the service requirements analysis:

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| **Service Requirements** |  |  |
| **Category** | **Requirements** | **Weight**  **(1-10)** |
| **Functional and technical service requirements** |  |  |
| **Availability, continuity and performance-related service requirements** |  |  |
| **Security and data protection-related service requirements** |  |  |
| **Usability-related service requirements** |  |  |
| **Organisational service requirements** |  |  |

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| **Service architecture** | |
| **The service architecture provides an overview of the key (logical) service components and their dependencies to help better understand the structure and logical as well as technical setup of the service.** | |
| **High-level service architecture** | These sections describe how the service is built. A service component is a logical part of a service that provides a function enabling or enhancing a service. A service is usually composed of several service components. A service component is usually built from one or more configuration items (CIs).Although a service component underlies one or more services, it usually does not create value for a customer alone and is therefore not a service by itself.   |  |  |  |  | | --- | --- | --- | --- | | **Service components** | | | | | **#** | **Type** | **Description** | **TRL[1]** | | 1 | Choose: Enabling or Enhancing  Definitions:   * Enabling service components are the minimum set of service components that make the service available * Enhancing service components are any additional service components that improves the service, however, the service would still run without them, even if at lesser quality. |  |  | | 2 | Add rows as required |  |  | |
| **Integration and dependencies** | Insert a description and/or visualisation (figure) of the dependencies between the identified service components |
| **Technical service architecture** | Describe the technical service architecture, taking into consideration the following perspectives:  • Environmental architecture • Network infrastructure • Hardware  • Software / applications  • Information |

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| Service acceptance criteria | | |
| **The service acceptance criteria are based on the results from the requirements analysis and listed in the following table:** | | |
| **Category** | **Acceptance criteria** | **Critical**  **(Yes/No)** |
| **Functional and technical acceptance criteria** | - Functionality to be effectively provided by the service - Other |  |
| **Availability, continuity and performance-related acceptance criteria** |  |  |
| **Security and data protection-related acceptance criteria** |  |  |
| **Usability-related acceptance criteria** |  |  |
| **Organisational acceptance criteria** | - Criteria for effective communication  - Criteria for effective user or support staff training |  |
| **Critical acceptance criteria indicators** | | |
| ***Critical acceptance criteria according to the above table are regarded as show-stoppers. That means that, if any of the critical acceptance criteria is not achieved, the deployment of the service to the live environment will be delayed.*** | | |
| **Number of unachieved critical acceptance criteria preventing deployment** | [insert number] | |
| **Number of unachieved non-critical acceptance criteria preventing deployment** | [insert number] | |

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| **Service Options** | | | |
| Service options are possible choices that the customer can/should specify when commissioning the service (e.g. for the service "cloud compute", the customer can specify the type of virtual machine with the number of cores, RAM; for the service "FitSM training" the customer should specify the level of the training and if he/she wants a certification) | | | |
| **#** | **Name** | **Description** | **Attributes** |
| 1 | Add a name for this option | Add a description for this option; this description is targeted to potential customers who need to understand what each option is about and being able to choose the best for their needs | Add attributes as numbered bullet lists in the form of :1. attribute name: [possible values] 2. attribute name: [possible values] ... |
| 2 |  |  |  |
| 3 |  |  |  |

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| **Service Requests** | | |
| Service requests are user request for information, advice, access to a service; please specify the list of service requests that will be supported during the provision of this service (e.g., provide general information and advice, change password, increase capacity) | | |
| **#** | **Name** | **Description** |
| 1 |  |  |
| 2 |  |  |

# Section 4

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| **Service Transition Plan** | | | |
| **The following table provides the service transition plan for the new or changed service that services as the action plan regarding all activities to be carried out** | | | |
| **Phase** | **Activities and timing** | **Responsibilities (RACI)** | **Links/References to other documents** |
| **Specification, negotiation and agreement** | e.g. complete service portfolio entry template |  |  |
| **Development and procurement** |  |  |  |
| **Testing** | e.g. carry out assessment of service acceptance criteria |  |  |
| **Operation with early life support** |  |  |  |
| **Regular operation** |  |  |  |

[[1]](#_ftnref1) <http://go.egi.eu/strategy2020>

[[2]](#_ftnref2) <https://www.egi.eu/access-policy/>

[[3]](#_ftnref3) Technology Readiness Levels (TRL) are a method of estimating technology maturity of components during the acquisition process. For non-technical components, you can specify “**n/a”**. For technical components, you can select them based on the following definition from the EC:

* **TRL 1** – basic principles observed
* **TRL 2** – technology concept formulated
* **TRL 3** – experimental proof of concept
* **TRL 4** – technology validated in lab
* **TRL 5** – technology validated in relevant environment (industrially relevant environment in the case of key enabling technologies)
* **TRL 6** – technology demonstrated in relevant environment (industrially relevant environment in the case of key enabling technologies)
* **TRL 7** – system prototype demonstration in operational environment
* **TRL 8** – system complete and qualified
* **TRL 9** – actual system proven in operational environment (competitive manufacturing in the case of key enabling technologies)