

Service Design and Transition Package:

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| **Service:** |  |
| **Author:** |  |
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**Comments & usage guidance [remove after creation of the document]**

* This document is a template for creating a service design and transition package (SDTP).
* The template provides a structure to be applied for defining and documenting a SDTP, which will be:
  + Part 1 is to be initially completed by the service proposer as input to the SSB for analysis and decision taking to plan/extend the EGI service portfolio service.
  + Once approved by the SSB to move forward, Part 2 is to be completed for service implementation
* Once the service the activity plan is complete (e.g. service goes live, included in service catalogue), this document is closed. If any service undergoes major changes, then a new SDTP is created.

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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 | [name of service] |
| General description | [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.] |
| EGI2020 Strategy[[1]](#footnote-1) | [describe how this aligns to the EGI2020 Strategy] |

# 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 |
| 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] | | |

# Service Design

## Service requirements

Following, the results of the service requirements analysis:

|  |  |  |
| --- | --- | --- |
| Category | Requirements | Weight |
| 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 |  |  |

## 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

(For initial phase, provide as much information as available)

[describe the service delivery model e.g. as-a-service; as-a-software/product]

#### Enabling service components

[Minimum set of service components that make the service available]

[A service component is a logical part of a service that provides a function enabling or enhancing a service]

Note 1: A service is usually composed of several service components.

Note 2: A service component is usually built from one or more configuration items (CIs).

Note 3: 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.]

#### Enhancing service components

[Any additional service components that improves the service, however, the service would still run without them, even if at lesser quality]

#### 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

## 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? |
| 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 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 | 1 or more |
| Number of unachieved non-critical acceptance criteria preventing deployment | [Insert number] |

# 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. http://go.egi.eu/strategy2020 [↑](#footnote-ref-1)