

Service Design and Transition Package:

|  |  |
| --- | --- |
| **Service:** |  |
| **Author:** |  |
| **Version:** |  |
| **Date:** |  |
| **Document Link:** |  |

TABLE OF CONTENTS

1 Value Proposition Design 3

1.1 Customer/User Profile 3

1.2 Service Overview 3

2 Business Case Design 4

3 Service Design 5

3.1 Service requirements 5

3.2 Service architecture 5

3.2.1 High-Level Service architecture 5

3.2.1.1 Enabling service components 5

3.2.1.2 Enhancing service components 5

3.2.1.3 Integration and dependencies 6

3.2.2 Technical service architecture 6

3.3 Service acceptance criteria 6

4 Service Transition PLan 7

#

# Value Proposition Design

## Customer/User Profile

|  |  |
| --- | --- |
| (Potential) Customer of the service |  |
| (Potential) User of the service |  |
| User profile(pains/gains) |  |

## Service Overview

|  |  |
| --- | --- |
| Service Name |  |
| General description |  |
| Value Proposition(pain relievers / gain creators) |  |
| EGI2020 Strategy[[1]](#footnote-1) |  |

**Performance indicators**

|  |  |  |  |
| --- | --- | --- | --- |
| Objective | Indicator | Description | Target |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 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 |  |  |  |
| Assumptions(about market uptake) |  |  |  |
| Expected organisational impact on the service provider |  |  |  |
| Expected Cost |  |  |  |
| Expected Revenue |  |  |  |
| Risks |  |  |  |
| Constraints / limiting factors |  |
| Access Policy[[2]](#footnote-2) |  |

# Service Design

## Service requirements

The following table provides the results of the service requirements analysis.

|  |  |  |
| --- | --- | --- |
| 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 |  |  |

## Service architecture

### High-Level Service architecture

#### Enabling service components

|  |  |  |
| --- | --- | --- |
| Component name | Description | TRL |
|  |  |  |
|  |  |  |
|  |  |  |

#### Enhancing service components

|  |  |  |
| --- | --- | --- |
| Component name | Description | TRL |
|  |  |  |
|  |  |  |
|  |  |  |

#### Integration and dependencies

### Technical service architecture

## 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 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 |  |  |  |
| Development and procurement |  |  |  |
| Testing |  |  |  |
| Operation with early life support |  |  |  |
| Regular operation |  |  |  |

1. http://go.egi.eu/strategy2020 [↑](#footnote-ref-1)
2. http://www.egi.eu/services/access\_policy/ [↑](#footnote-ref-2)