Department of Government Enablement

Process Manual

Service Design

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Document Approval

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Document Version Control

Version No.	Issue date	Summary of Changes
0.3	05/03/2025	Initial version
0.4	19/03/2025	Adjustments after internal revision
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1. Glossary Terms and Abbreviations

Term/Abbreviation	Description
BPMN	Business Process Model and Notation (graphical representation of business processes).
DGE	Department of Government Enablement.
DoA	Delegation of Authorities.
Frameworks	A system of rules, laws, agreements, and guides that establish the way that something operates in.
ISO	International Organization for Standardization.
KPI	Key Performance Indicators.
SMART	Specific, Measurable, Attainable, Relevant, and Time-Bound.
DG	Director General.

Please refer to "Ignition Glossary.docx" document for complete list of terms and abbreviations.

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2. Processes List

References used:

ITIL 4	Service Design practice guide
COBIT 2019	BAI02 Managed Requirements Definition
ISO 20000	Emphasizes the need to plan and design services that meet business requirements, are secure and are delivered with the required quality
ISO 27001	Ensures that services are designed with security built-in, requires that services are designed aligned with security policies
ISO 22301	Requires services to be build including redundancy, fail-over mechanisms, disaster recovery
ISO 9001	Encourages structured approach to service design ensuring overall quality

Ref	Process Name	Process Code
1	Service Design	PRO-SGG-EAG-10

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2.1.1. Process Summary Card

Process Code	PRO-SGG-EAG-10
Process Description	The purpose of the service design practice is to design IT Services that are fit for purpose and use, and that can be delivered by the organization and its ecosystem. This includes planning and organizing people, partners and suppliers, information, communication, technology, and practices for new or changed products and services, and the interaction between the organization and its customers/business units.
Process Scope	Company IT Services
Process Owner	Enterprise Architecture & Digital Governance Director
Inputs	Business demand for IT Service provision
Outputs	Design for the functional IT Service fulfilling agreed requirements

2.1.2. Related Processes:

The following table illustrates the correlation between this process and other processes.

Process Code	Process Name	Process Owner
	Supplier management	
	Capacity management	
	Availability management	
	IT continuity management	
	Information Security management	
	Service validation and testing	
	Change enablement	
	Service level management	
	Service catalog management	

2.1.3. Policies

Some of the policies listed below apply for high level service and might not apply for subservice (ie. High level service supporting the business process vs. subservice such as Databases).

Policy Name	Description
Service Design	Service design activities must be strategically aligned with both business and IT strategies. This alignment ensures that services are purpose-built to deliver value, support organizational goals, and integrate seamlessly into the existing IT infrastructure. The design process must thoroughly consider business requirements, security protocols, compliance standards, and scalability. This comprehensive approach guarantees that the services are robust, secure, compliant with applicable regulations, and can scale as needed to meet future demands.
Service Level Management (SLM) Policy	Each service must have respective SLAs, OLAs, and UCs defined. These agreements must be clear, detailed, and achievable, thus fostering a mutual understanding between IT service providers and customers (business units) regarding the expected service levels.

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	Performance targets should be based on service requirements and should be realistic and measurable. These targets help in monitoring the quality-of-service delivery and in identifying areas for improvement.
Capacity Management Policy	IT services and infrastructure are designed to meet current and future capacity needs without overprovisioning or under provisioning. Each service must have Capacity Planning defined, clear thresholds established, processes for Regular Monitoring and approach to continuous Review and adjustment defined.
Availability Management Policy	IT Services are designed with defined availability, minimizing downtime and maximizing service reliability. Each IT Service needs to: • establish acceptable levels of service availability based on business needs, such as 99.9% uptime for critical services, to ensure reliability and continuity, • identify potential points of failure and implement redundancy mechanisms to ensure service continuity and mitigate risks associated with service disruption, • set up processes for continuous monitoring and reporting of service availability to identify issues promptly and take corrective actions as needed, • develop guidelines for planning service availability in alignment with business continuity and disaster recovery requirements to ensure preparedness for unforeseen events.
Information Security Management Policy	Information security is methodically integrated into the IT services. This approach aims to safeguard services and data from potential risks and vulnerabilities, thereby maintaining the integrity, confidentiality, and availability of information. • At each stage of the service design process, it is imperative to implement security controls. This involves assessing the specific security needs of the service and applying appropriate measures to mitigate potential threats. • Adhering to established industry standards, legal requirements, and regulatory frameworks is crucial for maintaining a high level of information security. Compliance with standards such as the General Data Protection Regulation (GDPR), the Health Insurance Portability and Accountability Act (HIPAA), and the ISO/IEC 27001 standard ensures that the organization's practices are in line with global best practices. • Regular security assessments and audits help to uncover vulnerabilities that may be exploited by malicious entities. • Clear roles and responsibilities are defined to manage information security effectively.
Supplier Management Policy	External resources and services must align with organizational requirements, fostering a seamless integration into the business operations. Specific criteria are used to select suppliers based on their ability to meet performance, quality, and security standards. Supplier management process provide detailed guidelines on how to select and manage suppliers.
Service Continuity Management Policy	Services are designed with continuity in mind. Incorporation of Disaster Recovery (DR) and Business Continuity Planning (BCP) • Disaster recovery (DR) and business continuity planning (BCP) are to be integrated into the service design. Implementation of Fault-Tolerant Systems • When designing IT services the guidelines are provided for implementing fault-tolerant systems, redundancy, and failover capabilities. Clear Roles and Responsibilities • IT service must outline clear roles and responsibilities for managing service continuity during incidents.
Design for Usability and Customer Experience (CX) Policy	IT services are designed with a strong emphasis on the end-user experience. • Usability Testing and Customer Feedback Collection objective is to identify potential issues or areas for improvement early on, ensuring that the final product is user-friendly and tailored to customer needs.

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خصوصيّ	• Involvement of Customers or End-Users in the Design Phase ensures that the solutions being developed align closely with user expectations and preferences. It includes methods such as focus groups, user interviews, and prototype testing. • Iterative Design and Adjustments means regularly revisiting and refining the service design based on continuous user feedback. Such an approach allows for flexibility and responsiveness, ensuring that any emerging issues are swiftly addressed.
Service Catalog and Documentation Policy	All designed IT services are clearly documented and listed in the service catalog. • Service descriptions are standardized to include features, benefits, Service Level Agreements (SLAs), and other relevant details. • A defined process is in place for regularly updating the service catalog as new services are introduced or existing services are modified. • Guidelines are set for managing version control of service documentation to ensure consistency and accuracy.

2.1.4. Process Related Documents:

The following table illustrates the documents/templates that are being used during the implementation of the process:

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2.1.5. Key Performance Indicators:

The following table illustrates key performance indicators that enable the measurement of efficiency and quality related to the process:

KPI Name	KPI Identifier	Description	
Stakeholders' satisfaction – design	% Design SAT	Stakeholders' satisfaction with organization's ability to design products and services	
Unit of Measurement		Frequency	Data Source
Percentage (%)		Monthly	CSAT tool
Formula	(# of designs rated SAT / # of designs developed and accepted by business) x100		

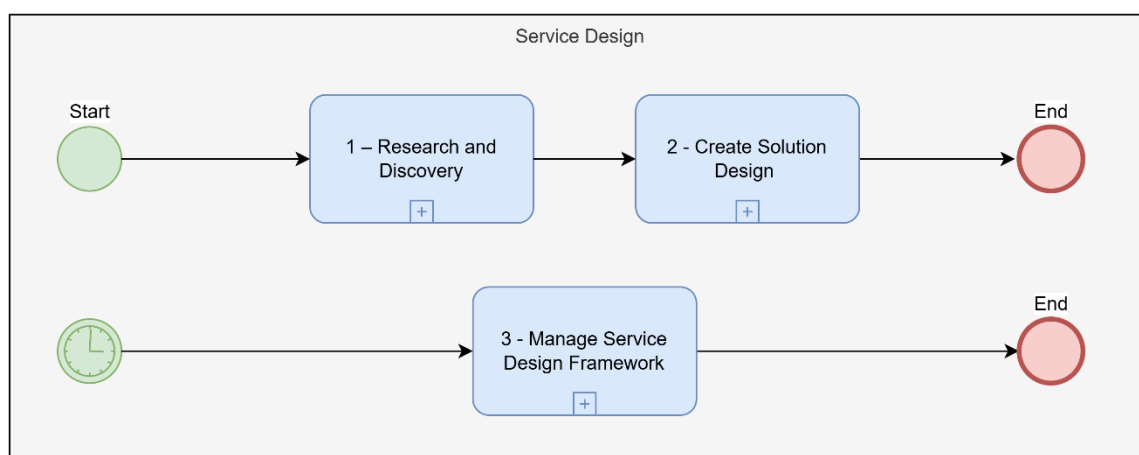| KPI Name	KPI Identifier	Description	
Service Design Approach Adherence Rate	% Service Design Approach Adherence Rate	Measures the percentage of products and services across the organization that are developed following the established service design approach(es).	
Unit of Measurement		Frequency	Data Source
Percentage (%)		Annually	Product Portfolio Reports
Formula	(Number of products/services adhering to service design approach / Total number of products or services in the portfolio) x 100		

KPI Name	KPI Identifier	Description	
Product and Service Requirements Compliance Rate	% Product and Service Requirements Compliance Rate	Measures the percentage of products and services that meet the specified requirements, such as functionality, performance, and customer expectations, during the design and development phases.	
Unit of Measurement		Frequency	Data Source
Percentage (%)		Monthly	Quality Assurance Reports
Formula	(Number of products/services meeting the requirements / Total number of products or services developed) x100		

KPI Name	KPI Identifier	Description	
Average Time-to-Design Completion	Average Time-to-Design Completion	Measures the average time spent to complete the design of products and services, until design accepted.	
Unit of Measurement		Frequency	Data Source
Number		Monthly	Quality Assurance Reports
Formula	Average time of design lifecycle		

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2.1.6. Process Narrative

Process phases:

1 – Research and Discovery
Conduct thorough research to understand the context, stakeholders, and users. Engage with key stakeholders to gather insights into the service, its goals, and its challenges. Define the business need for IT service or opportunity to resolve existing problems with IT Service and generate ideas for solutions.
2 – Create Solution Design
Capture the concept of the service solution, design the solution and prepare solution design including artefacts for Development.
4 – Manage Service Design Framework
This stage manages the methodology, approach and all supporting artefacts of the organization Service Design framework.

List of roles:

| |
|---|
| **Business Representative (BR)** |
| Business representative (Customer/User representative) provides information needed for analyzing business needs for IT Service, its utility and warranty. |
| **Service Architect (SA)** |
| Service architect is the designer creating the IT Service solution design, including all required artefacts. |
| **Business Analyst (BA)** |
| Business Analyst is the bridge between Business and IT. Their mission is to analyze the business need for IT Service, including its utility and warranty. |
| **Service Design Framework Owner (SDFO)** |
| Service Design Framework owner owns the framework/process and its responsible for its design, functionality and continual improvement. |

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2.1.7. Process BPMN

(R- Responsible)	Person/System who performs an activity or does the work.	(A- Accountable)	Person who is accountable and has Yes/No.
(C- Consulted)	Person that needs to provide input to the activity.	(I- Informed)	Person that needs to know of the decision or action.
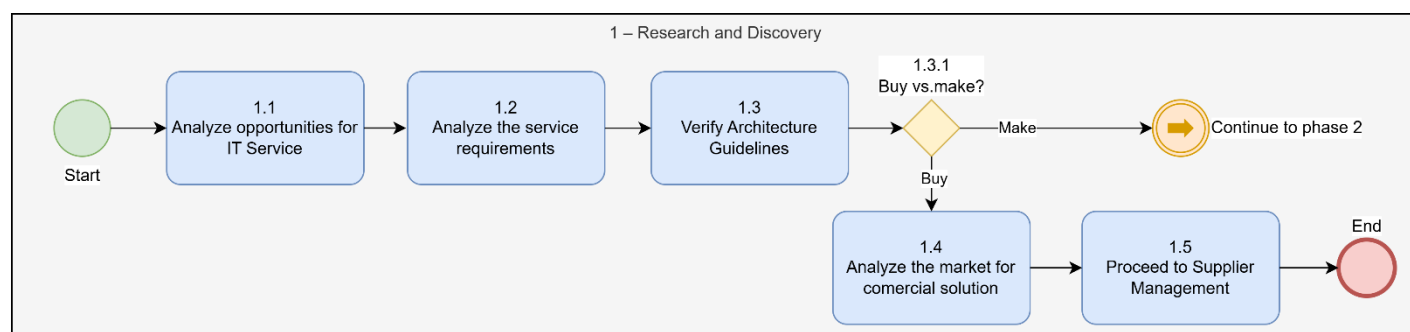
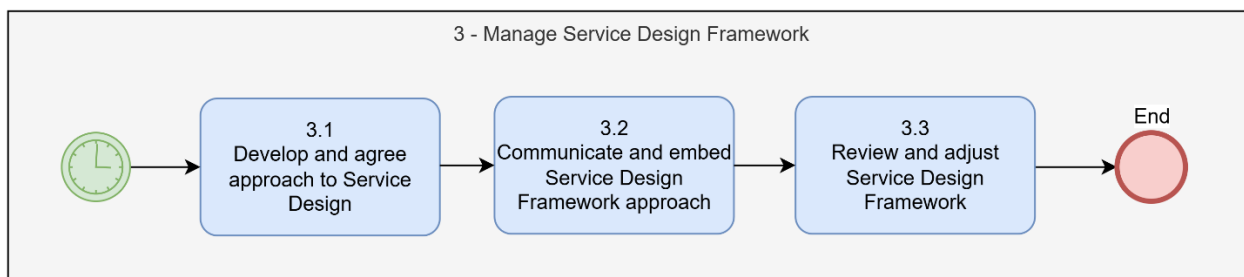| Ref	Name				
Phase 1 - Research and Discovery		**BR**	**SA**	**BA**	**SDFO**
1.1	Analyze opportunities for IT Service	C		AR	
1.2	Analyze the service requirements	C	C	AR	
1.3	Verify architecture guidelines	C	AR	C	
1.3.1	Buy vs. make?	I	AR	C	
1.4	Analyze the market for commercial solution	I	AR	I	
1.5	Proceed to Supplier Management	I	AR	I	
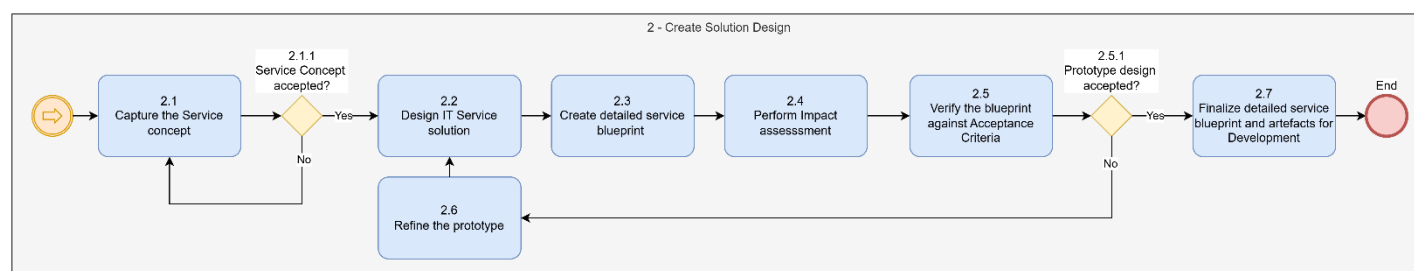
Ref	Name				
Phase 2 - Create Solution Design		**BR**	**SA**	**BA**	**SDFO**
2.1	Capture the Service concept	C	AR	C	
2.1.1	Service Concept accepted?	C	R	C	
2.2	Design IT Service solution		AR	C	
2.3	Create detailed service blueprint		AR	C	
2.4	Perform impact assessment		AR	C	
2.5	Verify the blueprint against Acceptance Criteria	C	AR	C	
2.5.1	Prototype design accepted?	C	R	C	
2.6	Refine the prototype		AR	C	
2.7	Finalize detailed service blueprint and artefacts for Development		AR	C	

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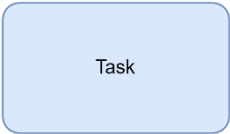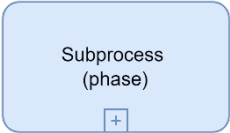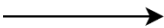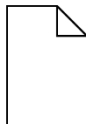
Ref	Name				
Phase 3 – Manage Service Design Framework		**BR**	**SA**	**BA**	**SDFO**
3.1	Develop and agree approach to Service Design	CI	CI	I	AR
3.2	Communicate and embed Service Design Framework approach	I	I	I	AR
3.3	Review and adjust Service Design Framework	CI	CI	I	AR

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3. Appendix

	Process Flow Shape Definition
Task	Task – An atomic activity within a process
Subprocess (phase) +	Sub-Process – An activity within a process that contains several tasks
Start	Start Event – Indicates the beginning or start of a process
End	End Event – Indicates the end of a process
(Link Event symbol)	Link Event – an intermediate event
(Decision diamond)	Decision – Indicates a decision point in the process with predefined alternatives, e.g. Yes, No
(Inclusive symbol)	Inclusive- indicates the scenario of one path or multiple scenarios
(Parallel Fork symbol)	Parallel Fork (AND) – Indicates simultaneous tasks and/or tasks that need to take place before the next task occurs
→	Connector - Indicates the flow of tasks within a process
(Document symbol)	Document – Indicates a document/form used as an input to the task or is an output from the task

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