
Service Definition Report

Service Group

Service

Process

Business Functionality

Includes services which assist in the design, delivery and maintenance of the enterprise's business information technology products for business applications, office software, business tools, and IT tools.

Applications Functionality Provision - Major

Provision of new or improved Application Functionality via major initiatives. A major initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Estimate Major Initiative Demand
Initiate Major Initiative
Identify Major Initiative Requirements
Identify and Schedule Resources for Major Initiative
Extract Relevant Subset of Architecture
Specify and Design Components
Develop/Re-use Components
Develop Application Selection Criteria
Evaluate and Select Software Vendor
Acquire and Customize Vendor Application
Integrate and Test Application
Configure and Deploy Application
Major Initiative Closure
Monitor Major Initiative Service Performance
Enhance/Revise/Decommission Service

Applications Functionality Provision - Minor

Provision of new or improved Application Functionality via minor initiatives. A minor initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Estimate Minor Initiative Demand
Initiate Minor Initiative
Identify Minor Initiative Requirements
Allocate or Schedule Resources for Minor Initiative

Service Group**Service****Process**

Prioritize and Batch Minor Initiatives
Provide Minor Initiative
Minor Initiative Closure
Monitor Minor Initiative Service Performance
Enhance/Revise/Decommission Service

Applications Functionality Maintenance

Provision of maintenance for existing Application Functionality. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Estimate Demand for Service
Initiate Maintenance
Identify Maintenance Requirement
Allocate & Schedule Resources for Maintenance
Provide Maintenance Service
Close Initiative
Monitor Service Performance
Enhance/Revise or Discontinue Maintenance Service

Office Software Provision

Provision of new or improved Office Software initiatives.

Estimate Provision Demand
Initiate Provision Initiative
Identify Initiative Requirements
Identify and Schedule Resources for Initiative
Extract Relevant Subset of Architecture
Develop Software Selection Criteria
Evaluate and Select Software Vendor
Acquire and Customize Vendor Office Software
Configure and Deploy Office Software
Provision Initiative Closure
Monitor Provision Service Performance
Enhance/Revise/Decommission Service

Service Group**Service****Process**

Office Software Maintenance

Provision of maintenance for existing Office Software. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Estimate Demand for Service

Initiate Maintenance

Identify Maintenance Requirement

Allocate & Schedule Resources for Maintenance

Provide Maintenance Service

Close Initiative

Monitor Service Performance

Enhance/Revise or Discontinue Maintenance Service

Business Tools Provision

Provision of new or improved Business Tools.

Estimate Provision Demand

Initiate Provision Initiative

Identify Initiative Requirements

Identify and Schedule Resources for Initiative

Extract Relevant Subset of Architecture

Develop Business Tools Selection Criteria

Evaluate and Select Business Tools Vendor

Acquire and Customize Vendor Business Tools

Configure and Deploy Business Tools

Initiative Closure

Monitor Initiative Service Performance

Enhance/Revise/Decommission Service

Business Tools Maintenance

Provision of maintenance for existing Business Tools. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Estimate Demand for Service