



[DATE]

DRAFT SERVICE DESIGN PACKAGE

IT DEPARTMENT A

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Document Control

Distribution

Name	Representing

Version Control

Version	Date	Status	Author	Comment

Introduction

Purpose

This documents is the reference document for services provided to the business. It describes the services and how they are delivered. It describes the Service Level Agreements and documents business requirements such as availability, reliability, uptime response times, fix times and services requests.

Scope

This document covers the current business services X. Y Z.

It covers locations ...

Excluded are A, B, C

Terms and Abbreviations

Term/abbreviation	Definition

Assumptions and Dependencies

- Assumption 1
- Assumption 2

Authorisation

Approved by	Role	Date

Services Package Template

Service Description

Status

Service Scope

Benefits

Technical Details

Service Environments

Production

Description

Location

Security

Access

Typical Tasks

Architecture Diagram

Monitoring

Events and Thresholds

Vendor Information

Contact

Maintenance Schedules

Service Levels

Maintenance Tasks

DR plans

Backup and Recovery

Backup timetable

Storage and Retention

Quality processes

Development

Test

Training

UAT

Integration

Infrastructure

Architecture

Hardware

Vendors

Service Level Requirement

Service Commitments

Service Classification

Target Availability

Target Reliability

Recovery Target

Hours of Availability

Maintenance Window

Service Warranty

Disaster Recovery

Recovery Plan

Dependencies

Backup and Recovery

Recovery Targets

Quality processes

Contacts

Dependencies

Other Services

Vendors

Business Processes

IT Responsibilities

Stakeholders

Skills

Contacts

Operations

Tasks

Skills

Reports

Incident

Problem

Change

Capacity

Service Level Attainment

Quality

Continual Improvement

Compliance

Customer Responsibilities

Stakeholders

Business Owner

Business Contact

Business Manager

Service Owner

Contacts

Demand Forecast

Vendor Management

Services Package Example

Below is an example of the data you would complete as part of the Service Design phase for

a small invoicing system. All the data does not have to be in this document. You can put in references to other documents

Service Description

Status - In Service (/New Request/Terminated)

Service Scope

Detailed information on what the service does. Should cover off all the business requirements.

E.g. Covers all the tasks required to present invoices to the customers weekly, all the month end processing and year end processing. The system must be available 24x5 week days for interactive and batch use and Saturday mornings 8 to 12. The system should process x number of invoices a week and be able to manage 20 interactive logins. The system should be available over any weekend that coincides with month end or year end.

The system and information should remain secure within the system.

All changes to the system should be tested in a test environment and approved by the business.

Benefits

What the service does that benefits the business. E.g. allows the collection of company revenue. Facilitates communication with customer.

Technical Details

Service Environments

Production

Description

Describes how the production service runs

e.g. Production consists of two main servers, a SAN and a network connected to 10 desktops. Production runs 24x5 and on Saturday mornings. Interactive use is during these times and batch runs between 10pm and 2am week days with a billing run on Friday night.

Location

Where the servers and desktops are. Where the services are available from.

Security

What are the security profiles

e.g.

Administrator

Customer

Customer Service Desk

What are the data security profiles

E.g. Customer information

Billing data

What are the security access profiles

e.g. who can access what

Access

How is access to the system granted. What are the authorisation levels

Typical Tasks

When does batch run?

do any other processes need to run at controlled times ?

Do any clean up tasks need to run ?

Architecture Diagram

Monitoring

Events and Thresholds

*What is monitored, the infrastructure events, the application events.
How does the escalation occur ?*

Who looks at the event data ?

What are the thresholds for the events ?

What quality processes are used to review past events ?

Vendor Information

All the support information for third party service providers

Contact

Maintenance Schedules

Service Levels

Maintenance Tasks

*What maintenance task run ?e.g. patch upgrades, firmware upgrades,
Security patching.*

DR plans

How does DR work. How is a disaster declared ?

Refer to the business continuity plan

Backup and Recovery

Backup timetable

When and what backups run

Storage and Retention

*Where is the information stored? How is the information recovered.
Are there any third party vendors involved ?*

Quality processes

*What quality processes run such as security audits, incident reviews,
health checks.*

Development

Complete as per production

Test

Complete as per production

Training

Complete as per production

UAT

Complete as per production

Integration

Complete as per production

Infrastructure

Architecture

Architecture diagrams, demonstrate any dependancies

Hardware

Refer to your Configuration Management System

Vendors

Who supports your system.

Service Level Requirement

Service Commitments

They must be

- *Attainable*
- *Repeatable*
- *Measurable*
- *Understandable*
- *Meaningful*
- *Controllable*
- *Affordable*
- *Mutually acceptable*

Service Classification

High priority (medium low)

Target Availability

99% uptime outside agreed change windows (mean time between failures)

Target Reliability

Cannot go offline more than once a quarter outside change windows (mean time between incidents)

Recovery Target

Mean time to recover the system

Other timed responses to less severe outages

Hours of Availability

When the customer wants to access the system

Maintenance Window

When the customer lets you take the system offline

Service Warranty

Are there any current service warranties?

Disaster Recovery

Recovery Plan

End to end view of the recovery plan referencing the business continuity plan

Dependencies

Can DR be declared independently of other systems?

How are any dependencies managed?

Backup and Recovery

Backup Overview and Schedules

Summarise how the backups work and what schedules are used (daily weekly monthly, quarterly, yearly, Full, partial, logs, offsite management, security requirements, data destruction)

Recovery Targets

Agreed recovery targets for data by data classification.

Production data, dev test data, Customer data

Quality processes

How you know the backups worked

Contacts

Who runs the back and recovery processes, what third party vendors are involved.

Dependencies

Other Services

What other services must run e.g. access request, desktop repair, WAN services.

Business Processes

Links to other business processes and process owners.

A matrices of services to business processes.

IT Responsibilities

Stakeholders

IT mgt

IT process owners

Skills

Applications and infrastructure skill/roles

Contacts

Who to contact for what

Reports

What reports does IT provide to the business and when

Incident

Problem

Change

Capacity

Service Level Attainment

Quality

Continual Improvement

How do you work with the business to improve ?

Compliance

What audits run (iso 9000, iso 20000, iso 2700)

Customer Responsibilities

Stakeholders

As above

Business Owner

Business Contact

Business Manager

Service Owner

Contacts

Who owns what business processes

Who works with IT on change, incident, problem, capacity.....

Tasks

Any tasks completed by the business in order to maintain the service

Demand Forecast

How and when business forecasts are presented to IT

Vendor Management

Who manages vendors not managed by IT and how is IT involved