

Service Management Training Material

Service Transition

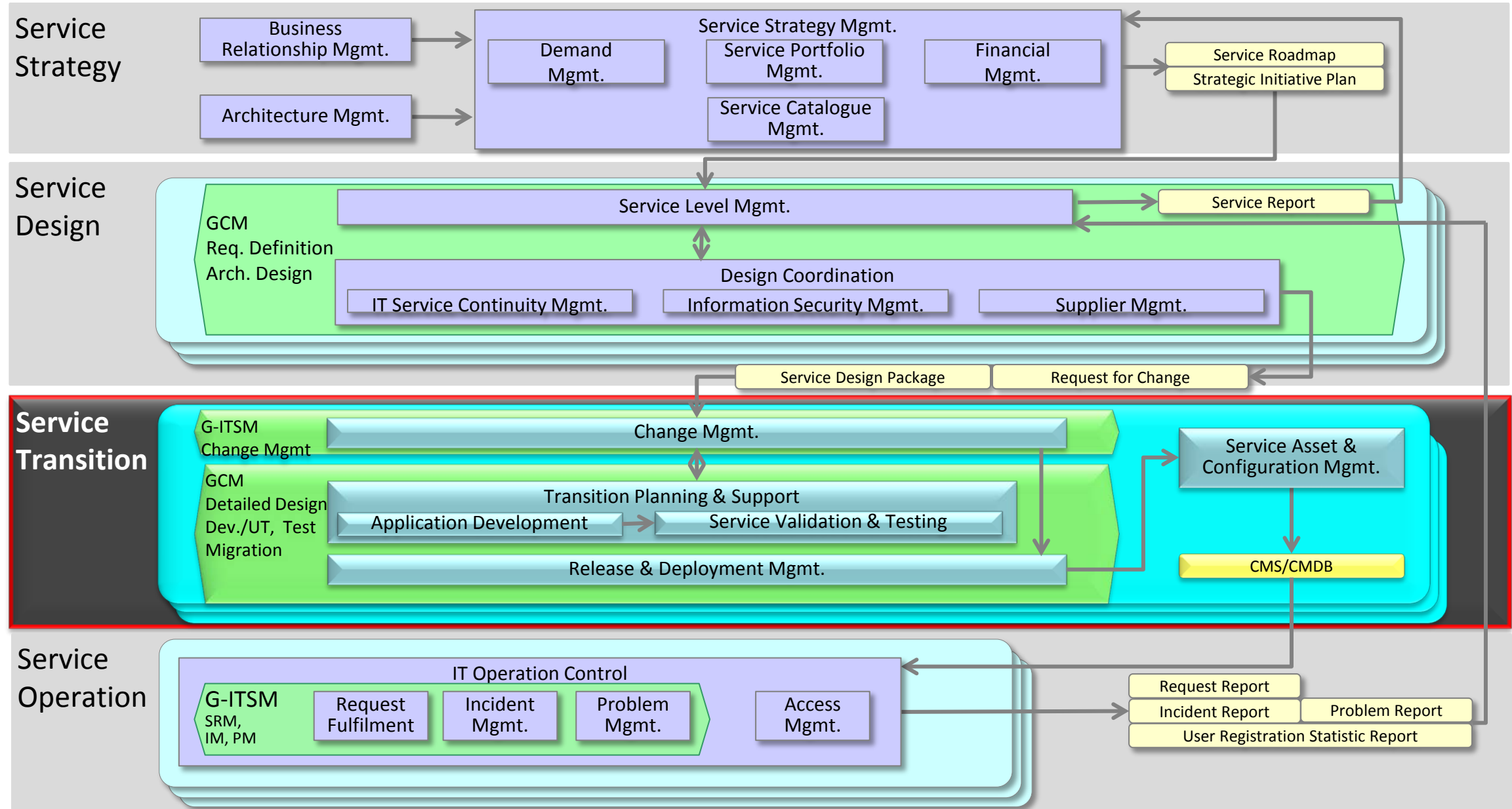
Global IS Shared Services

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 4. Service Validation and Testing
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 6. Service Asset and Configuration Management
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Service Transition Stage Map View

Service Management Map View

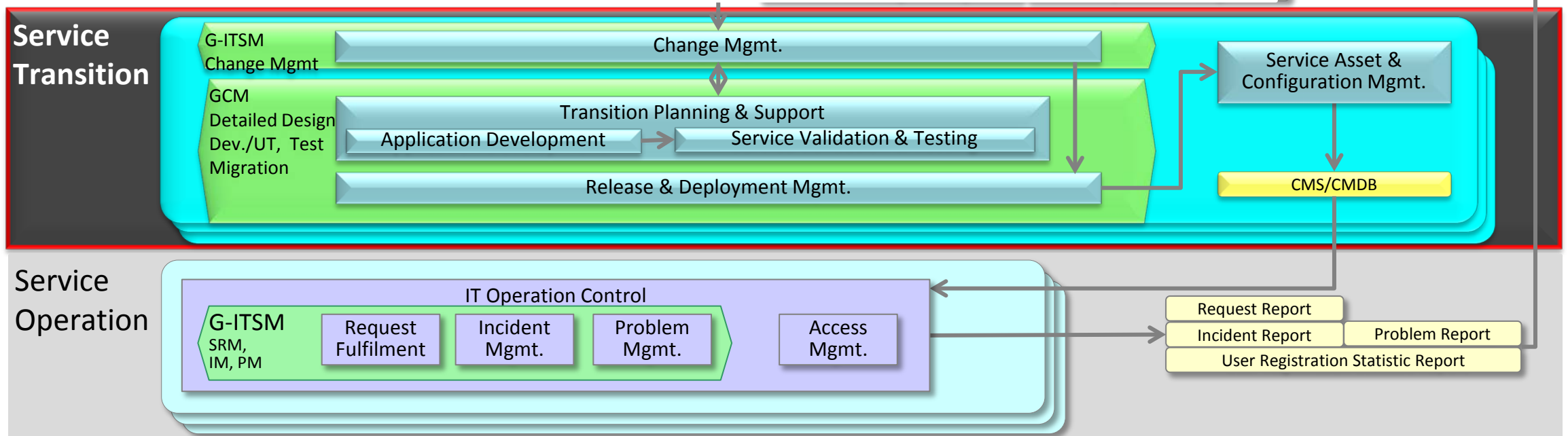


Service Management Map View

Service Transition

Stage Objective: To build and deploy IT services.

Service Transition also makes sure that changes to services and Service Management processes are carried out in a coordinated way.



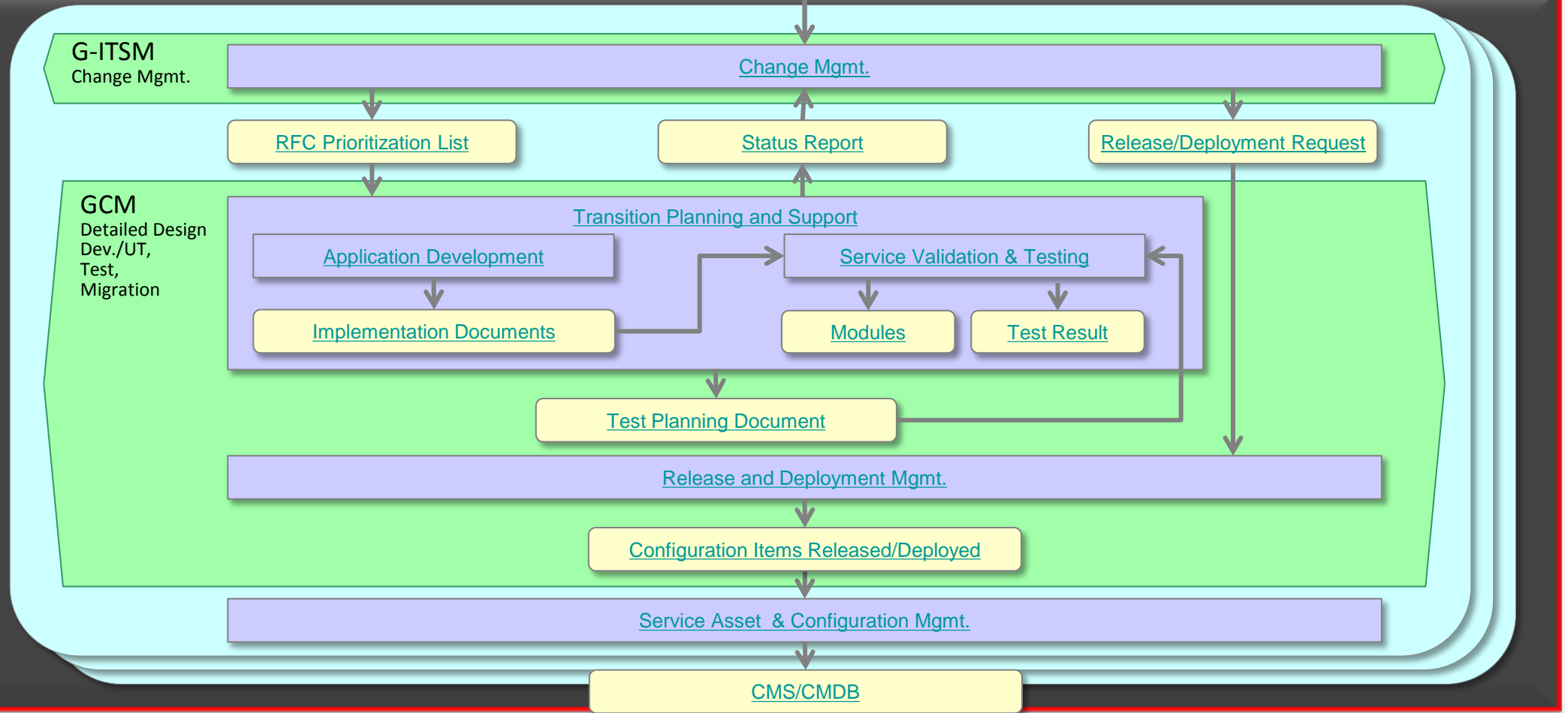
Service Transition Stage Map View

Service Design

Service Design Package

Request for Change

Service Transition



Service Operation

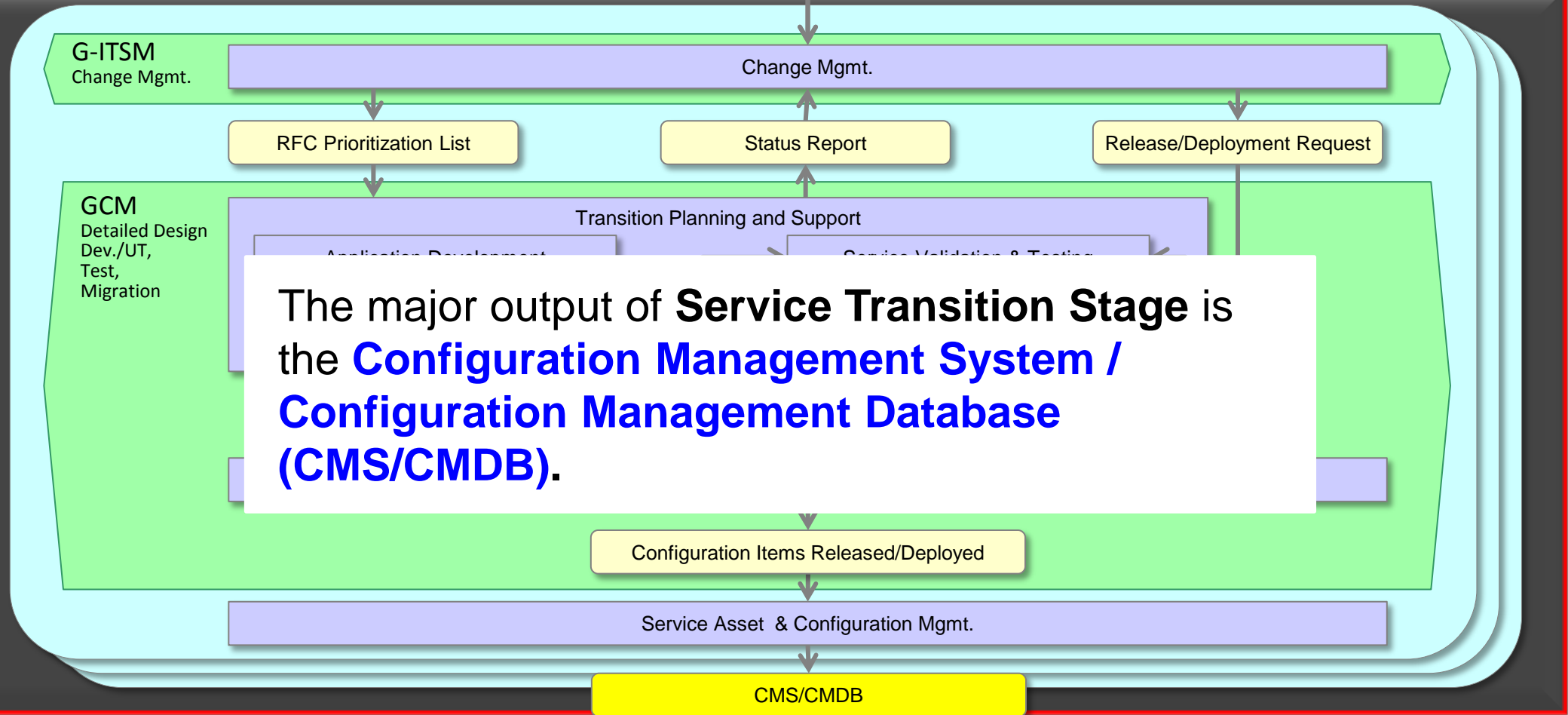
Service Transition Stage Deliverable

Service Design

Service Design Package

Request for Change

Service Transition



Service Operation

IT Operation Control

Service Transition Processes

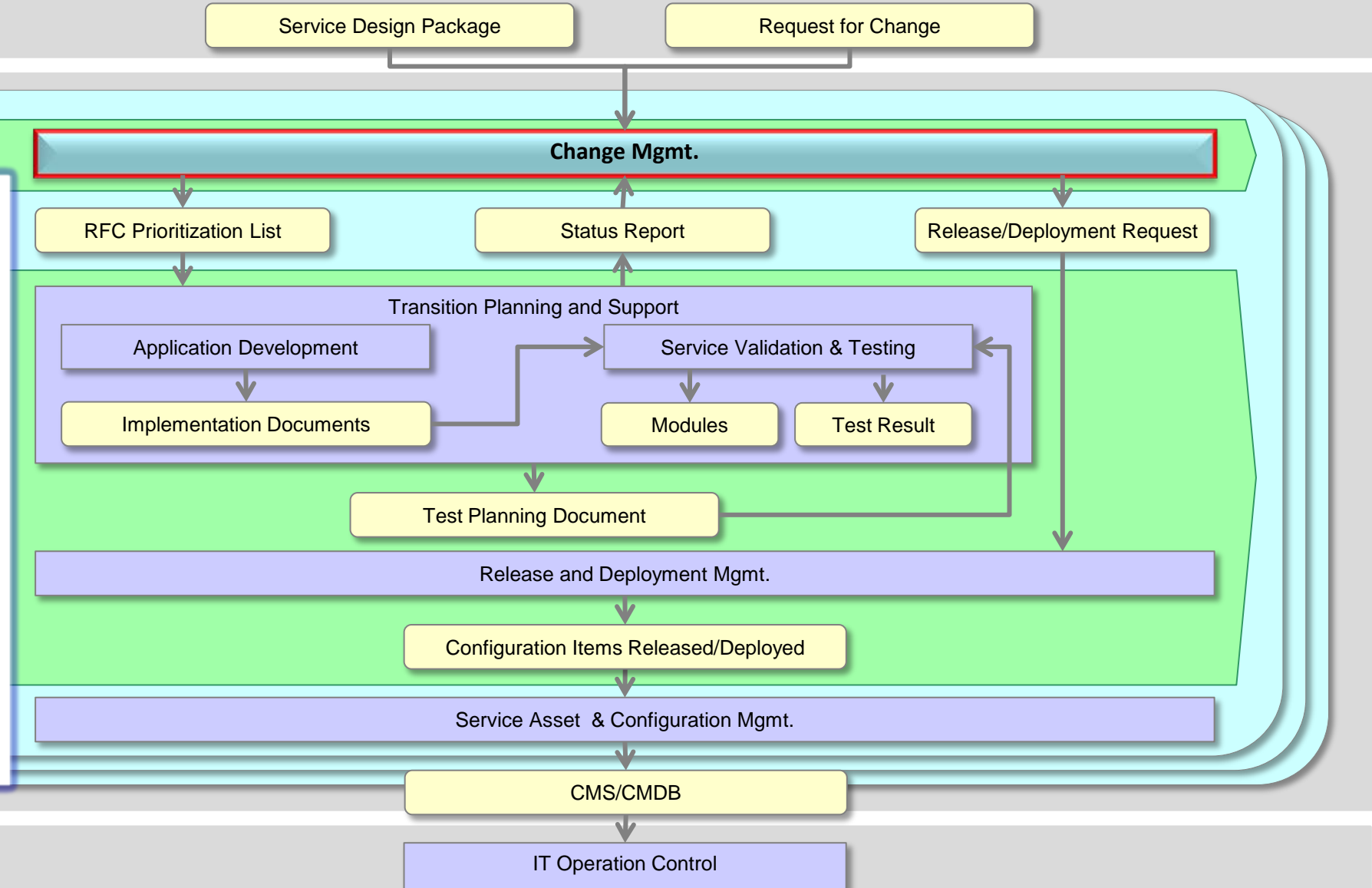
Change Management

Service Design

Service Transition

Change Management Process

To control the lifecycle of all changes. The primary objective of Change Management is to **enable beneficial changes to be made, with minimum disruption to IT services**. What is managed in this process is Request for Change (RFC) raised in Service Design stage.



Change Management

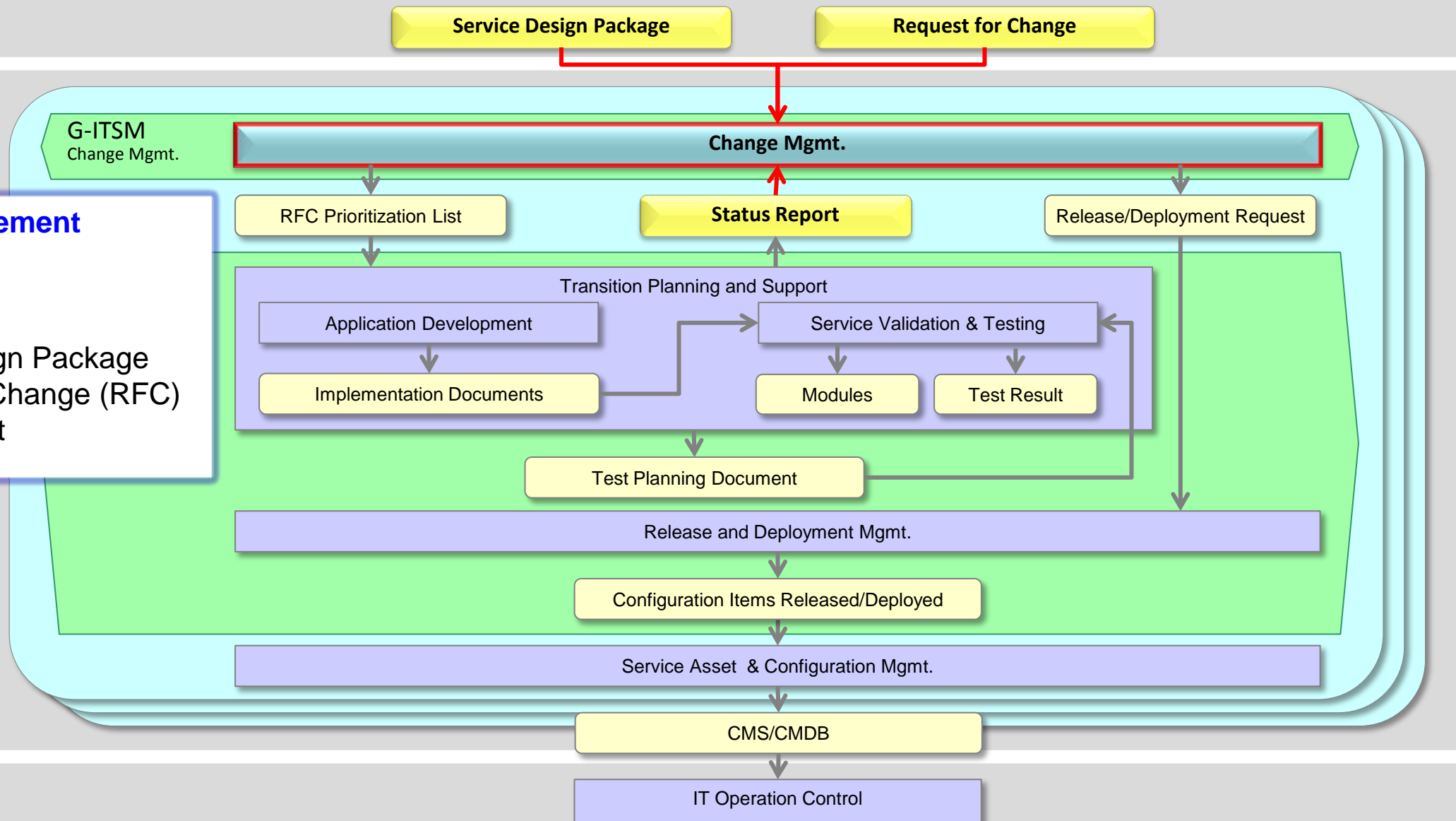
Service Design

Service Transition

Change Management Process

Input:

- Service Design Package
- Request for Change (RFC)
- Status Report



Change Management

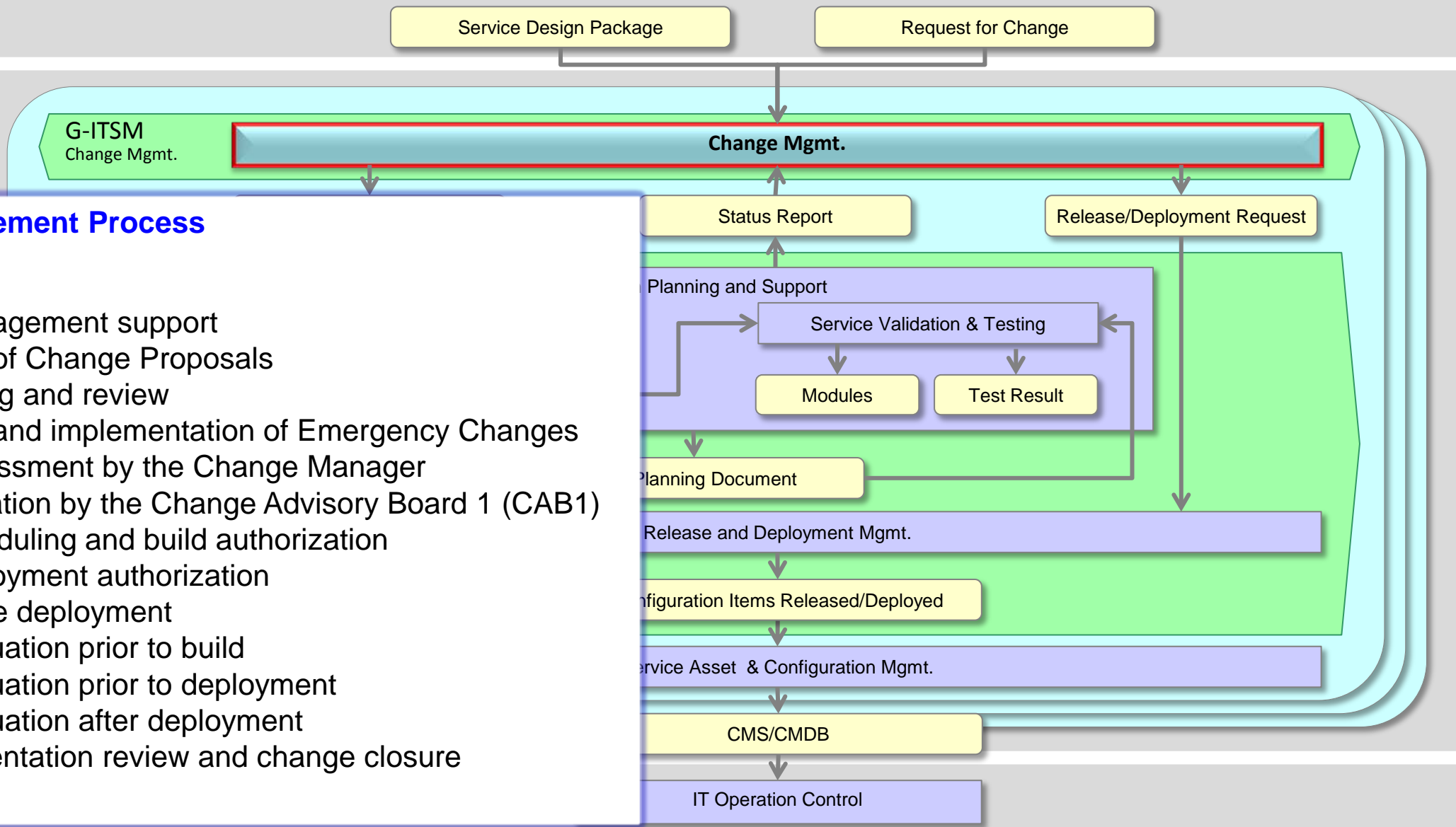
Service Design

Service Transition

Change Management Process

Activities:

- ☐ Change Management support
- ☐ Assessment of Change Proposals
- ☐ RFC recording and review
- ☐ Assessment and implementation of Emergency Changes
- ☐ Change assessment by the Change Manager
- ☐ RFC prioritization by the Change Advisory Board 1 (CAB1)
- ☐ Change scheduling and build authorization
- ☐ Change deployment authorization
- ☐ Minor Change deployment
- ☐ Change evaluation prior to build
- ☐ Change evaluation prior to deployment
- ☐ Change evaluation after deployment
- ☐ Post Implementation review and change closure



Change Management

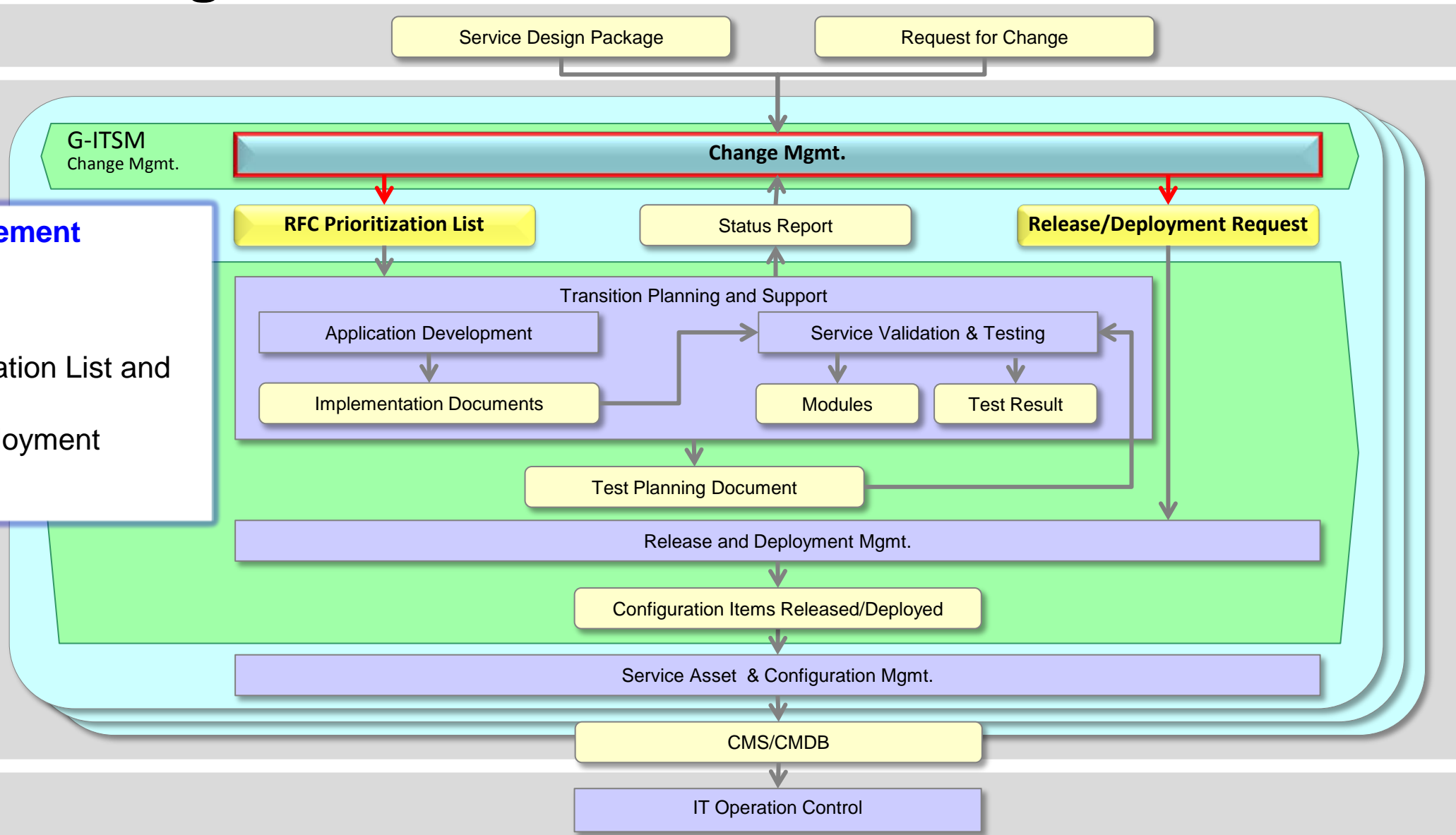
Service Design

Service Transition

Change Management Process

Output:

- RFC Prioritization List and Status
- Release/Deployment Request



Service Operation

Change Management

Service Design

Service Transition

Change Management Process

Methodology-related

Refer to the following processes:

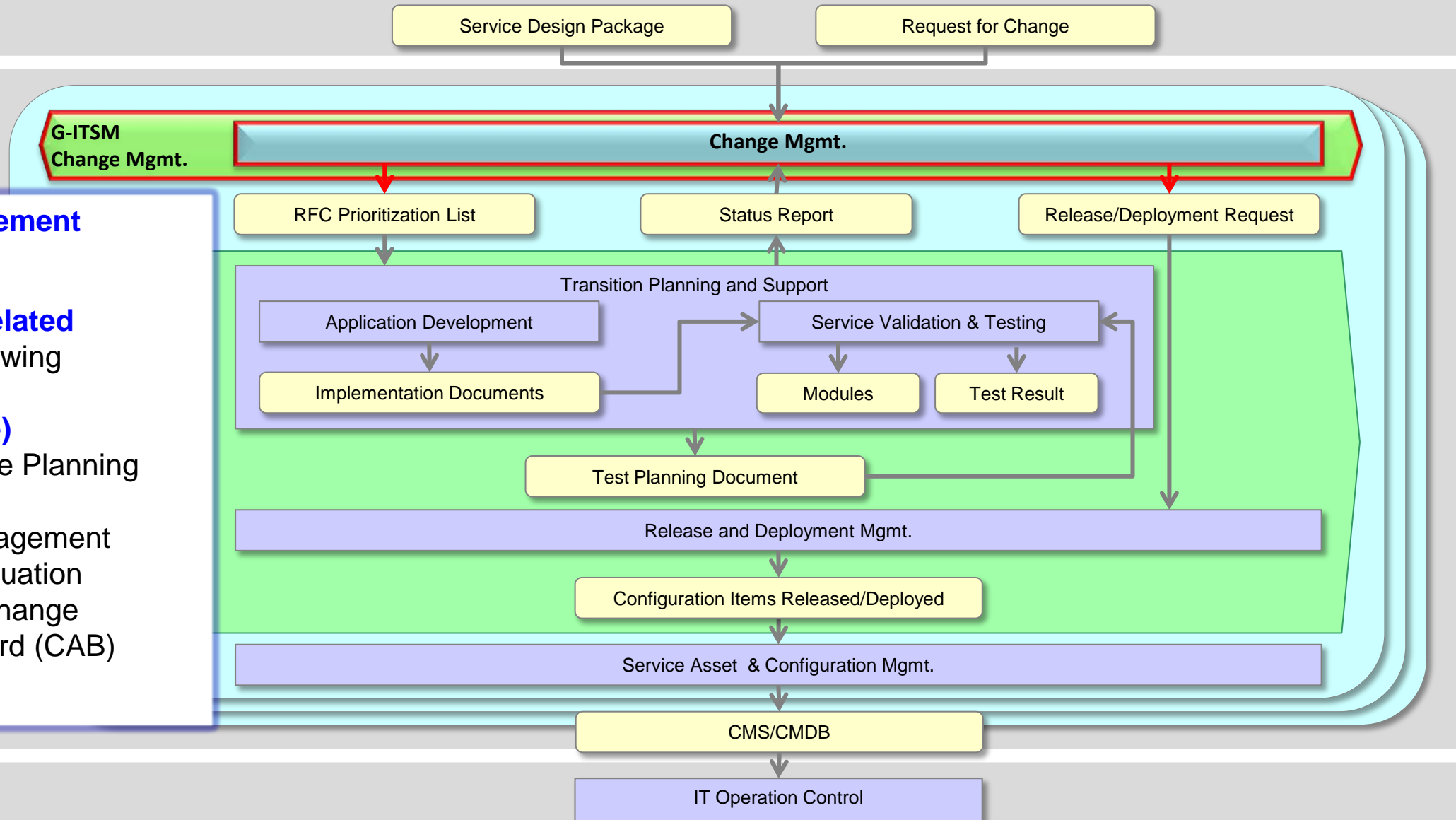
(GIS-GCM Agile)

- AP22 Release Planning

(GIS-ITSM)

- Change management (Change evaluation included in Change Advisory Board (CAB) function)

Service Operation



Change Management

Service Design

Service Transition

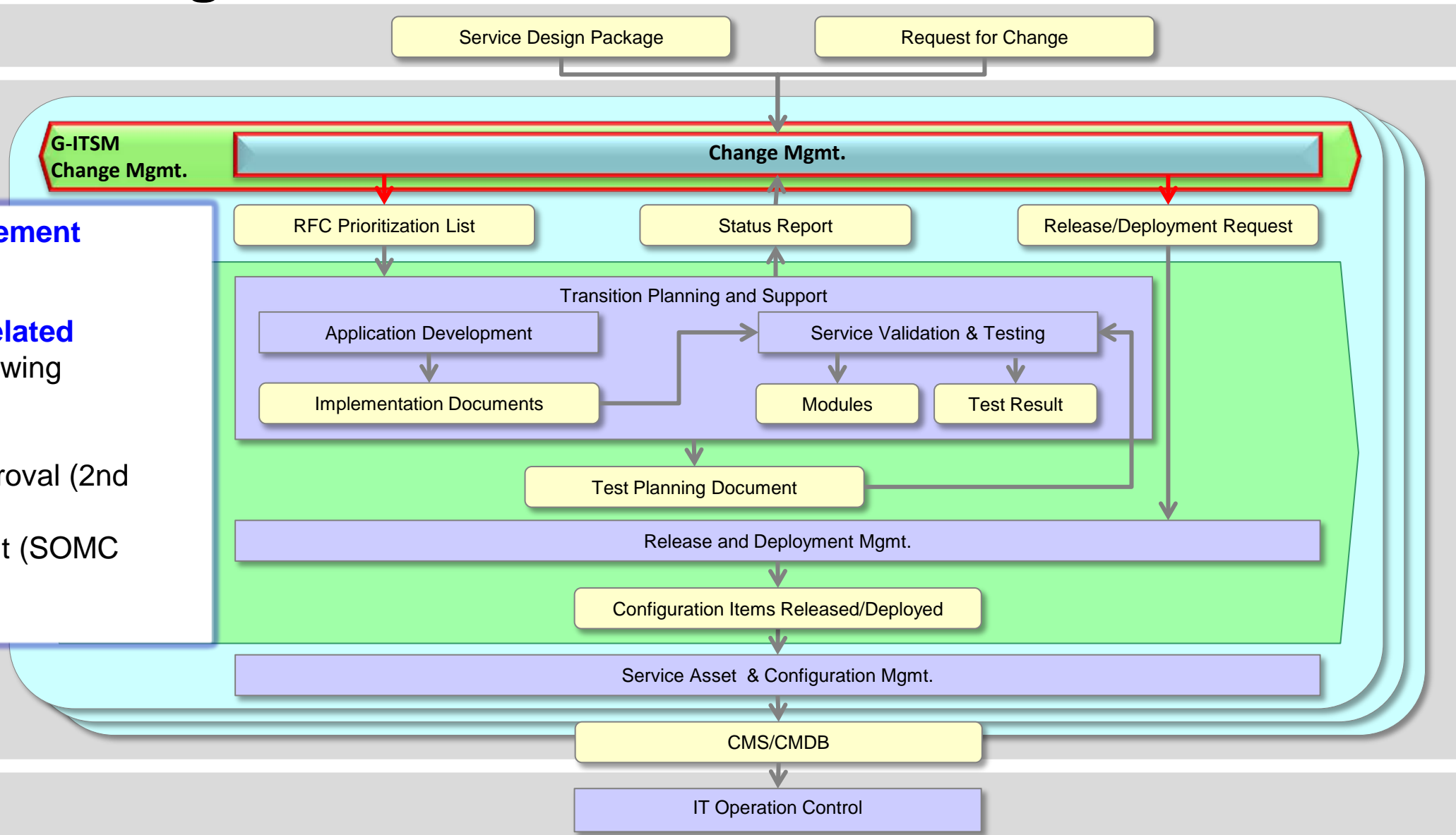
Change Management Process

Methodology-related

Refer to the following processes:

(SOMC-CIT)

- Demand Approval (2nd part)
- Change Mgmt (SOMC Definition)




Transition Planning and Support

Service Design

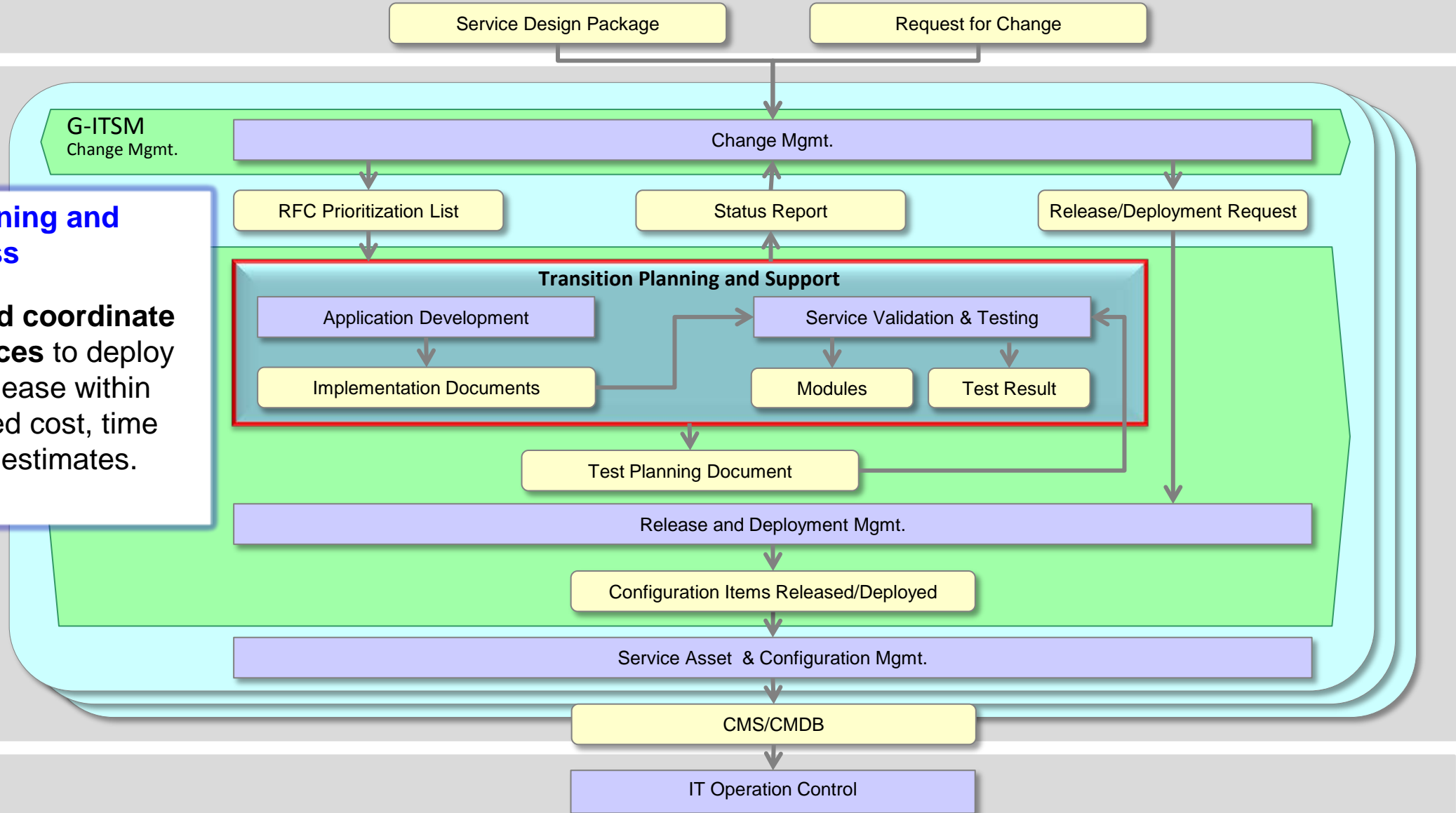
Service Transition

Transition Planning and Support Process



To plan and coordinate the resources to deploy a Major Release within the predicted cost, time and quality estimates.

Service Operation



Transition Planning and Support

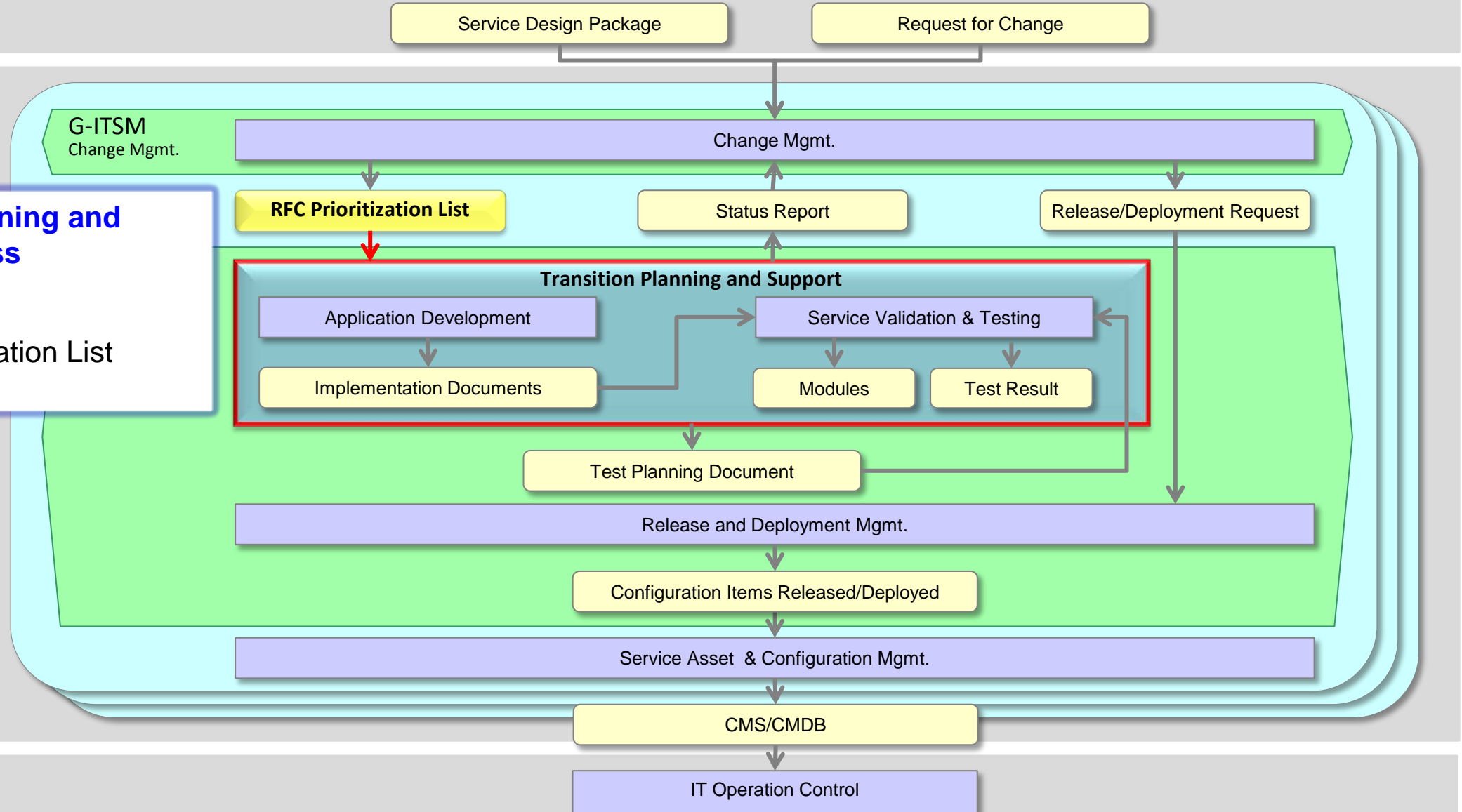
Service Design

Service Transition

Transition Planning and Support Process

Input:

- RFC Prioritization List



Transition Planning and Support

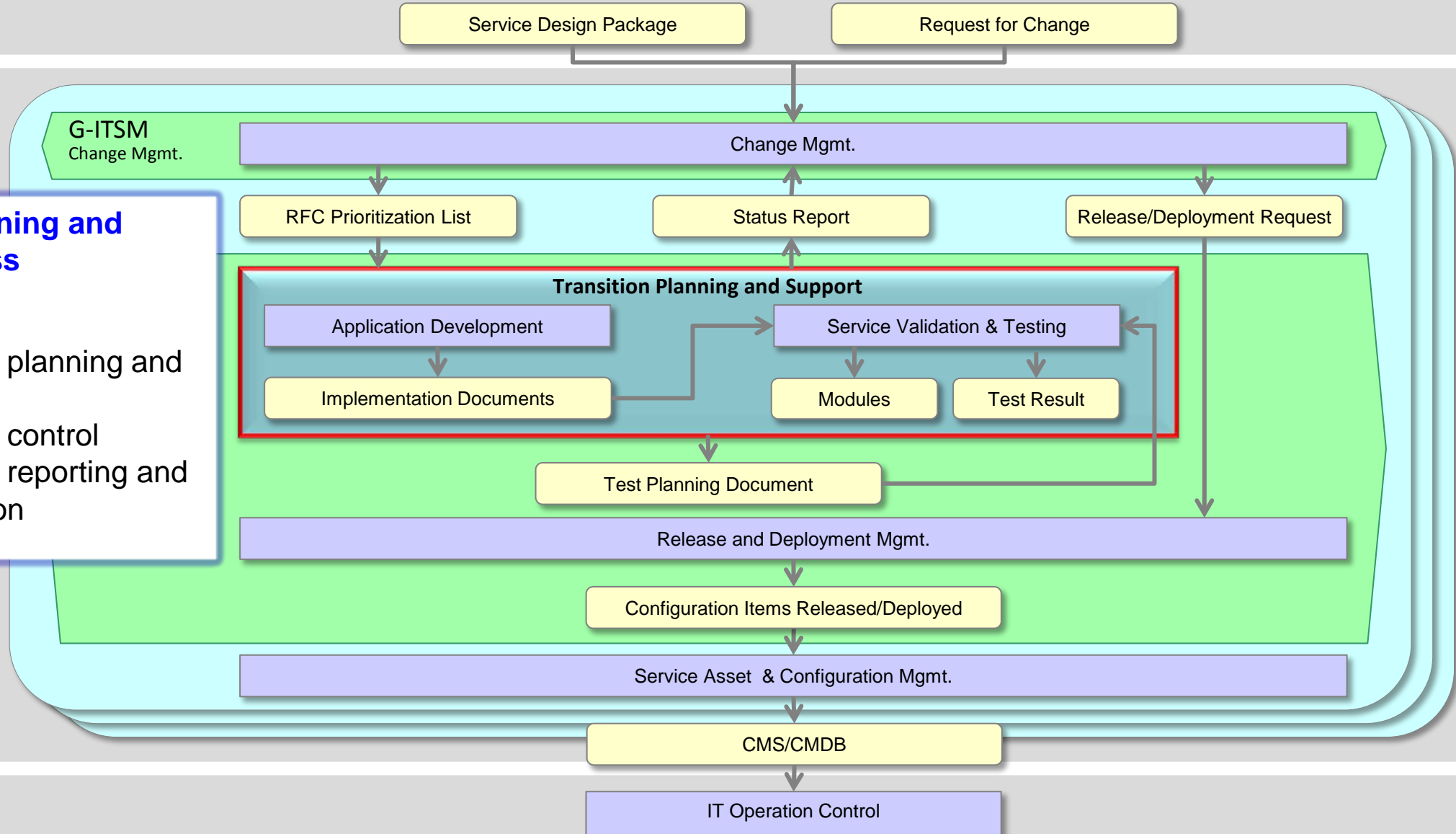
Service Design

Service Transition

Transition Planning and Support Process

Activities:

- ☐ Development planning and coordination
- ☐ Development control
- ☐ Development reporting and communication



Transition Planning and Support

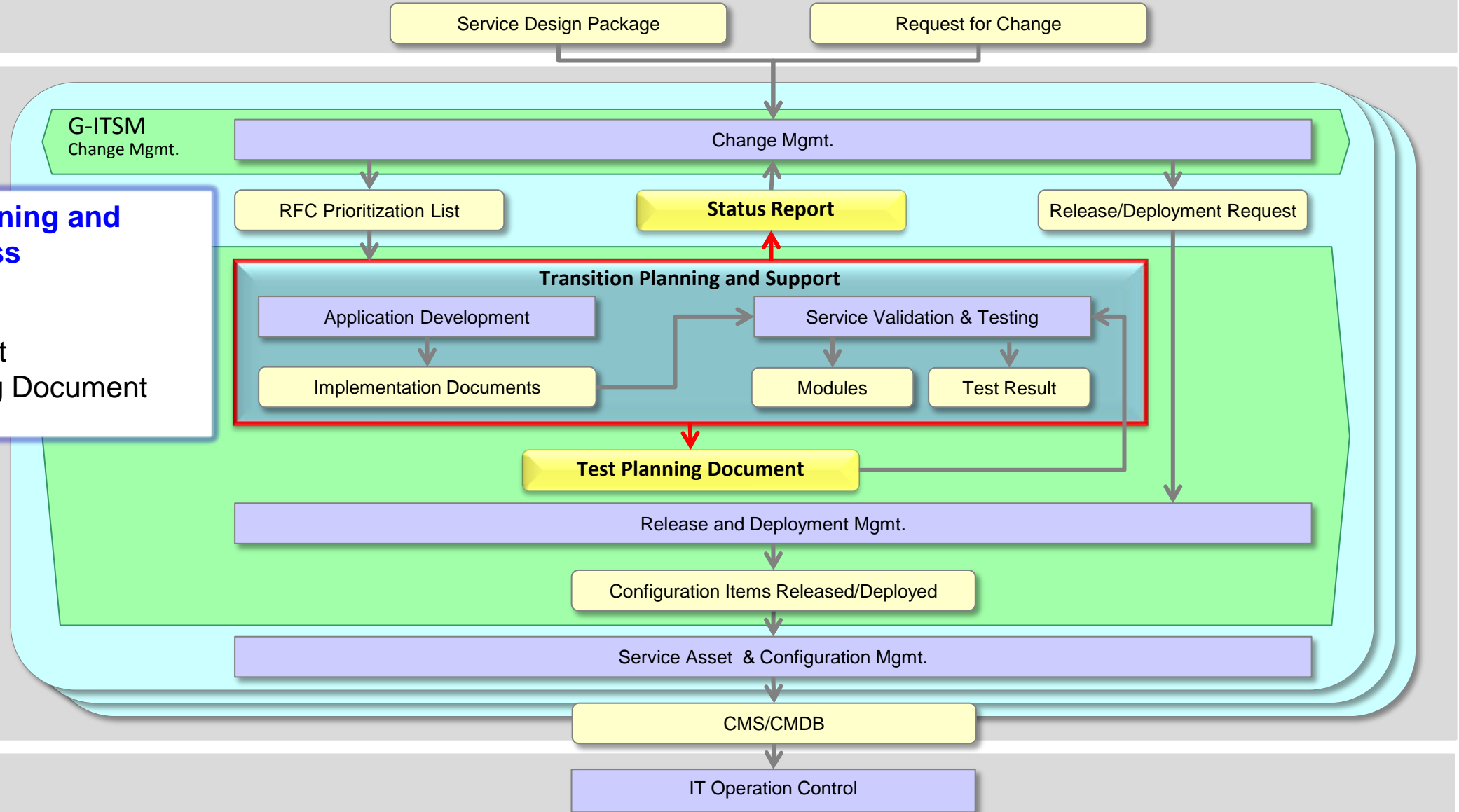
Service Design

Service Transition

Transition Planning and Support Process

Output:

- Status Report
- Test Planning Document

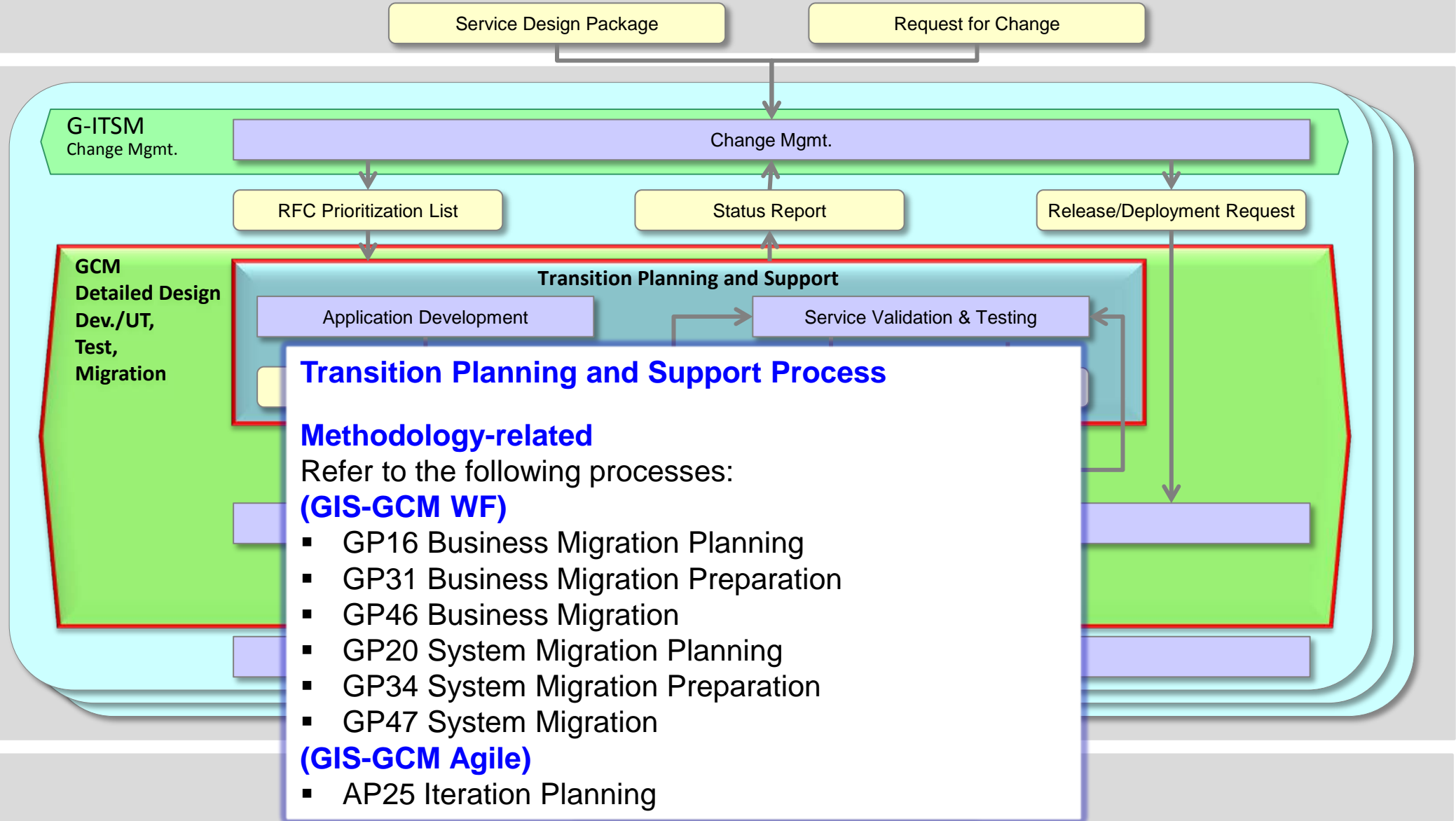


Transition Planning and Support

Service Design

Service Transition

Service Operation




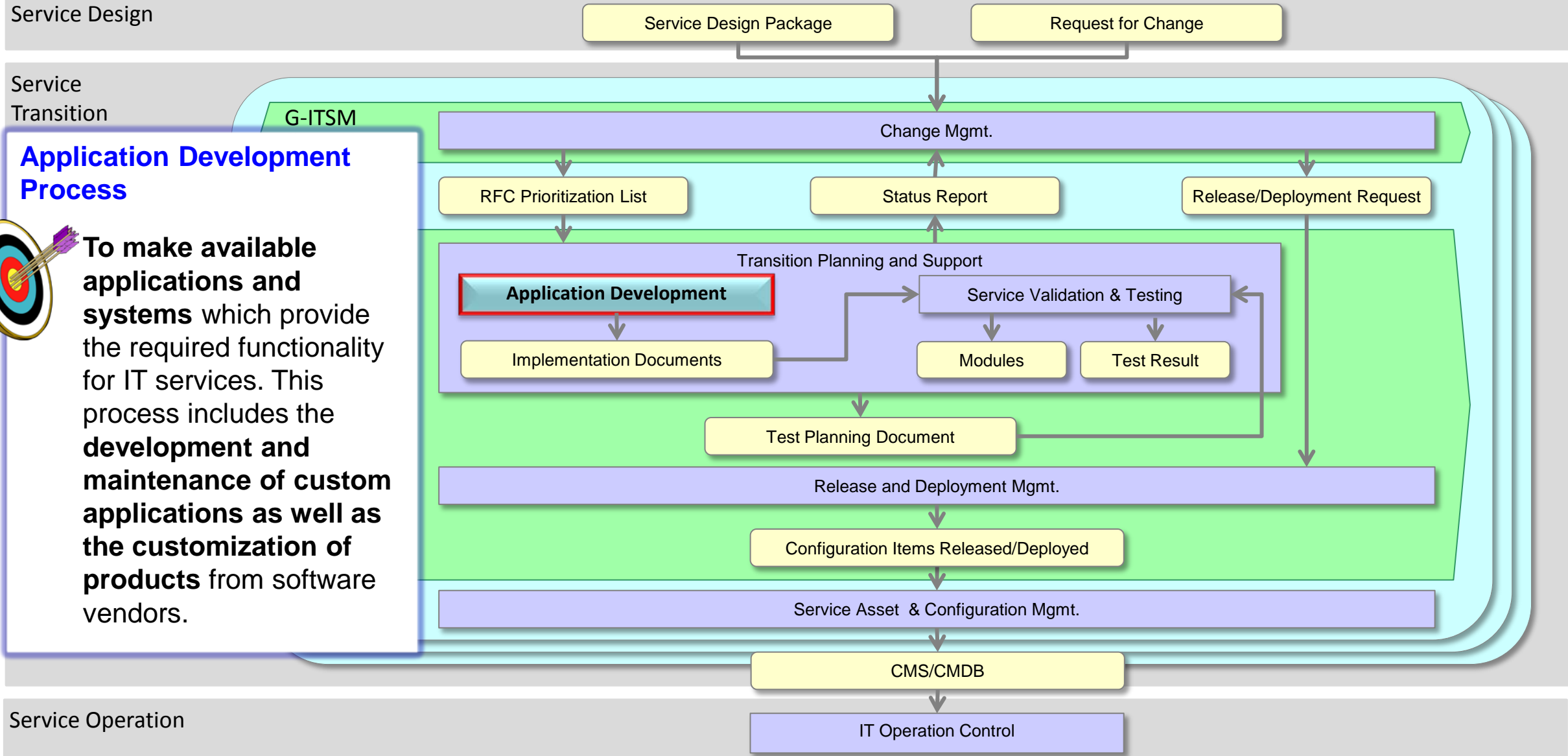
Application Development

Service Design

Service Transition

Application Development Process

 To make available applications and systems which provide the required functionality for IT services. This process includes the development and maintenance of custom applications as well as the customization of products from software vendors.



Application Development

Service Design

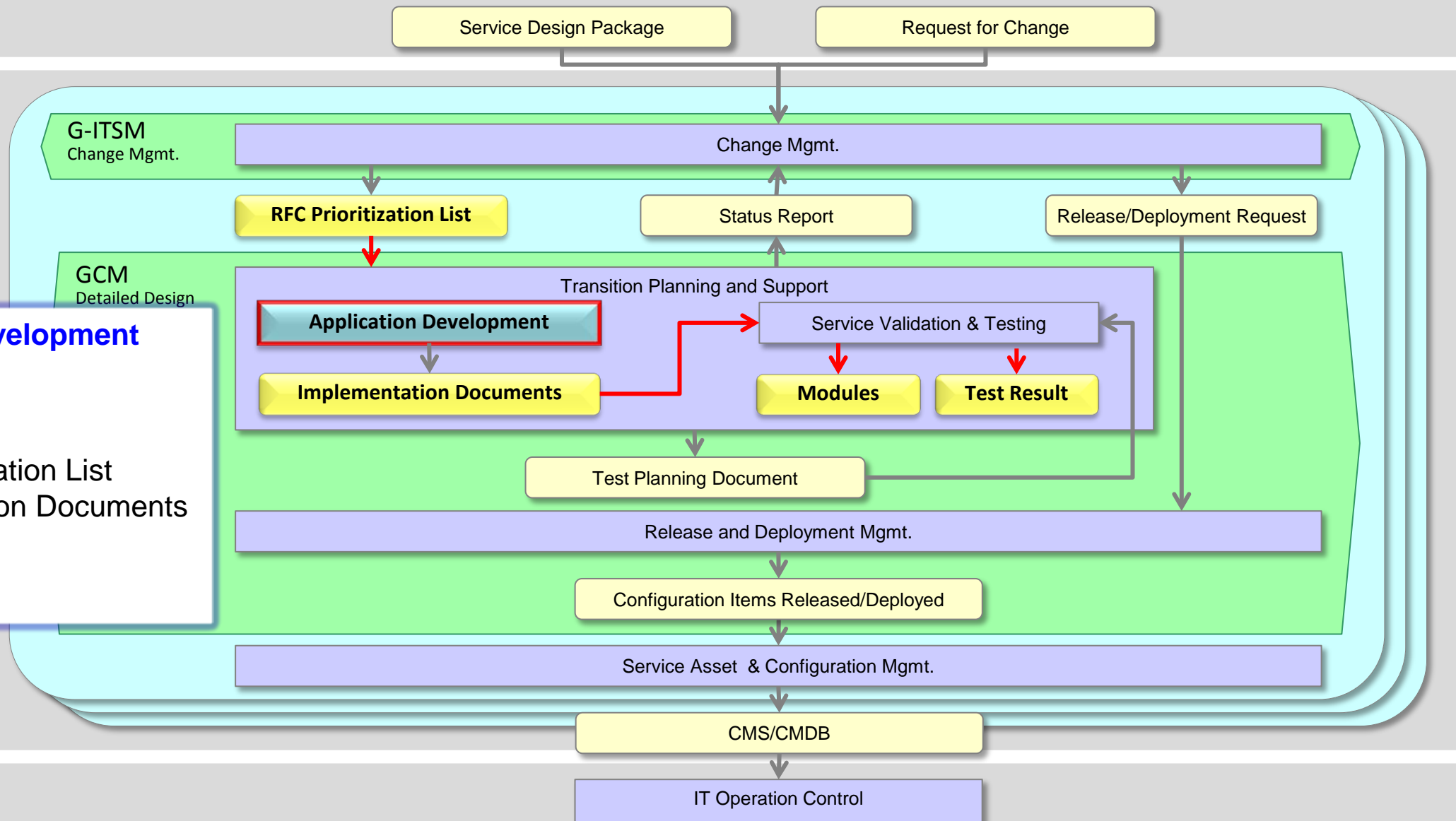
Service Transition

Application Development Process

Input:

- RFC Prioritization List
- Implementation Documents
- Modules
- Test Result

Service Operation



Application Development

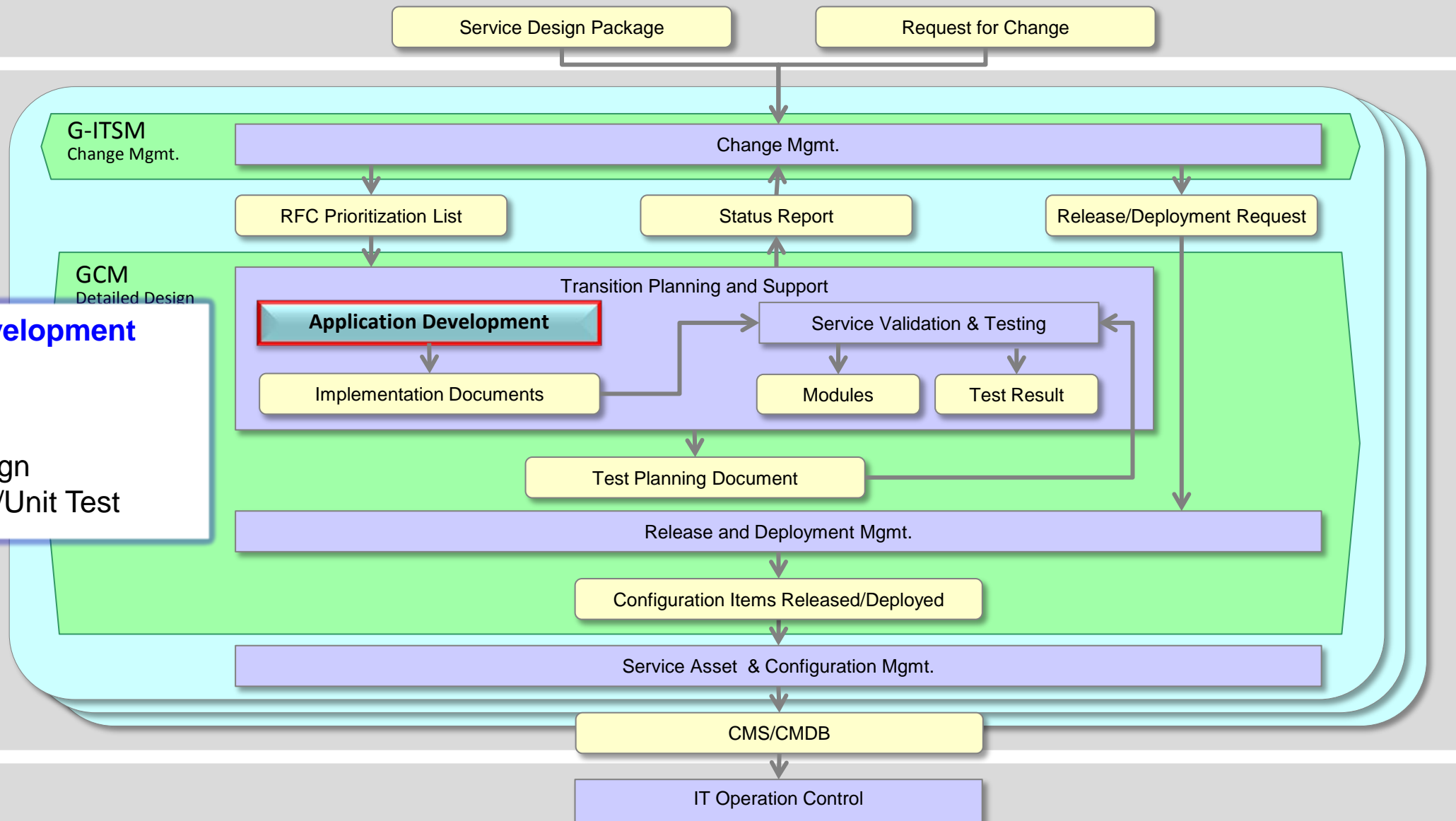
Service Design

Service Transition

Application Development Process

Activities:

- ☐ Detailed Design
- ☐ Development/Unit Test



Application Development

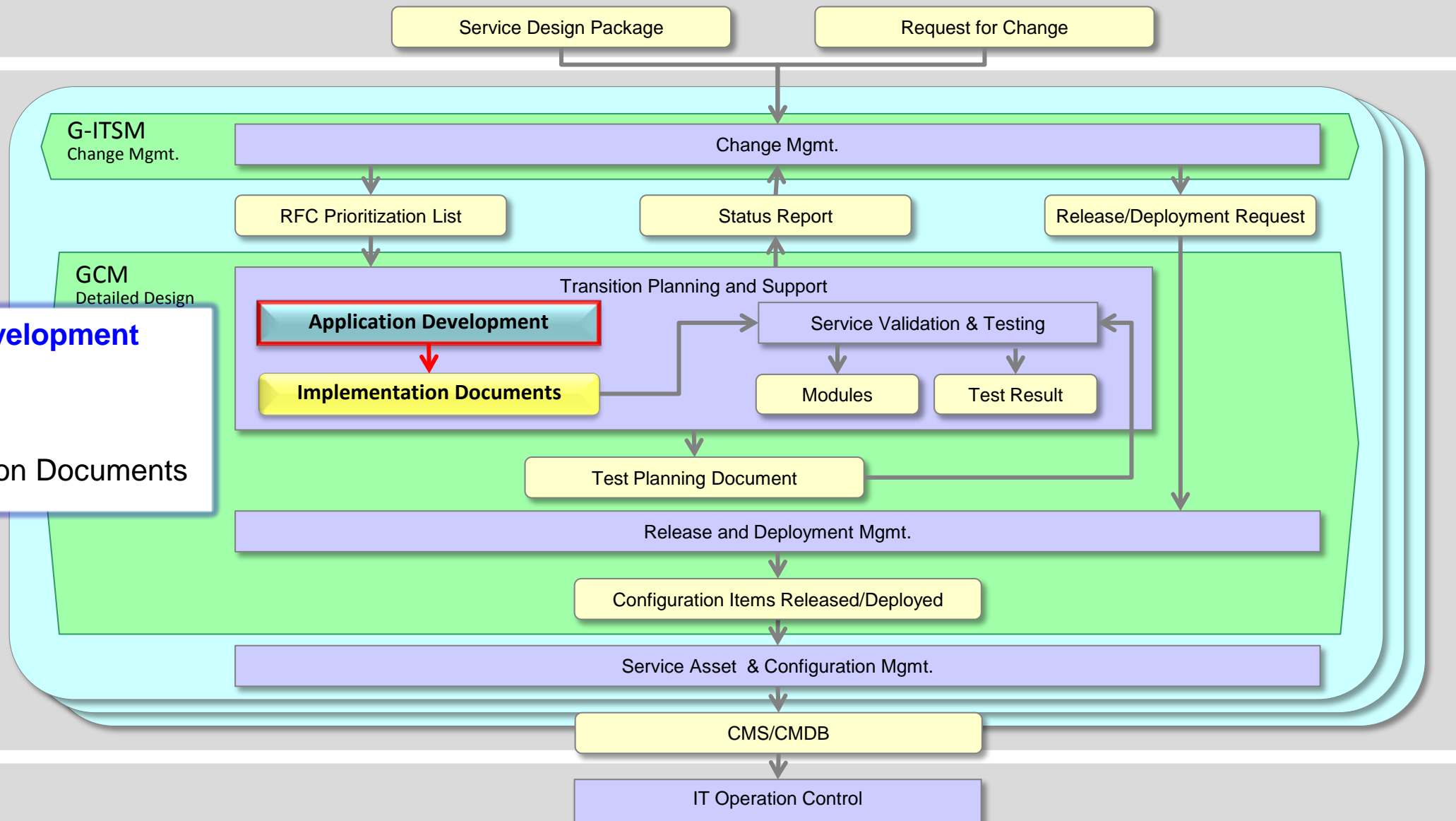
Service Design

Service Transition

Application Development Process

Output:

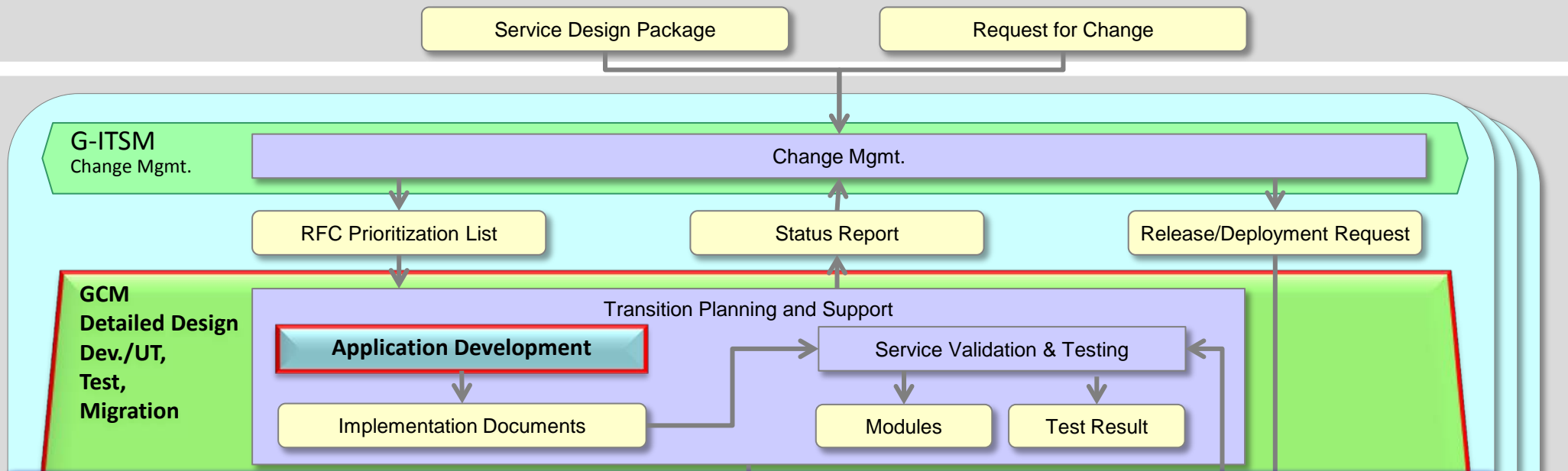
- Implementation Documents



Application Development

Service Design

Service Transition



Application Development Process

Methodology-related

Refer to the following processes:

(GIS-GCM WF)

- GP33 Detailed Design
- GP37 Coding and Unit Test

(GIS-GCM Agile)

- AP23 Infrastructure Installation
- AP24 Development Environment Preparation
- AP26 Development
- AP27 Daily Stand-up Meeting
- AP29 Delivery Preparation
- AP31 Iteration Retrospective
- AP39 System Mgmt Preparation
- AP40 System Mgmt Handover

Service Operation

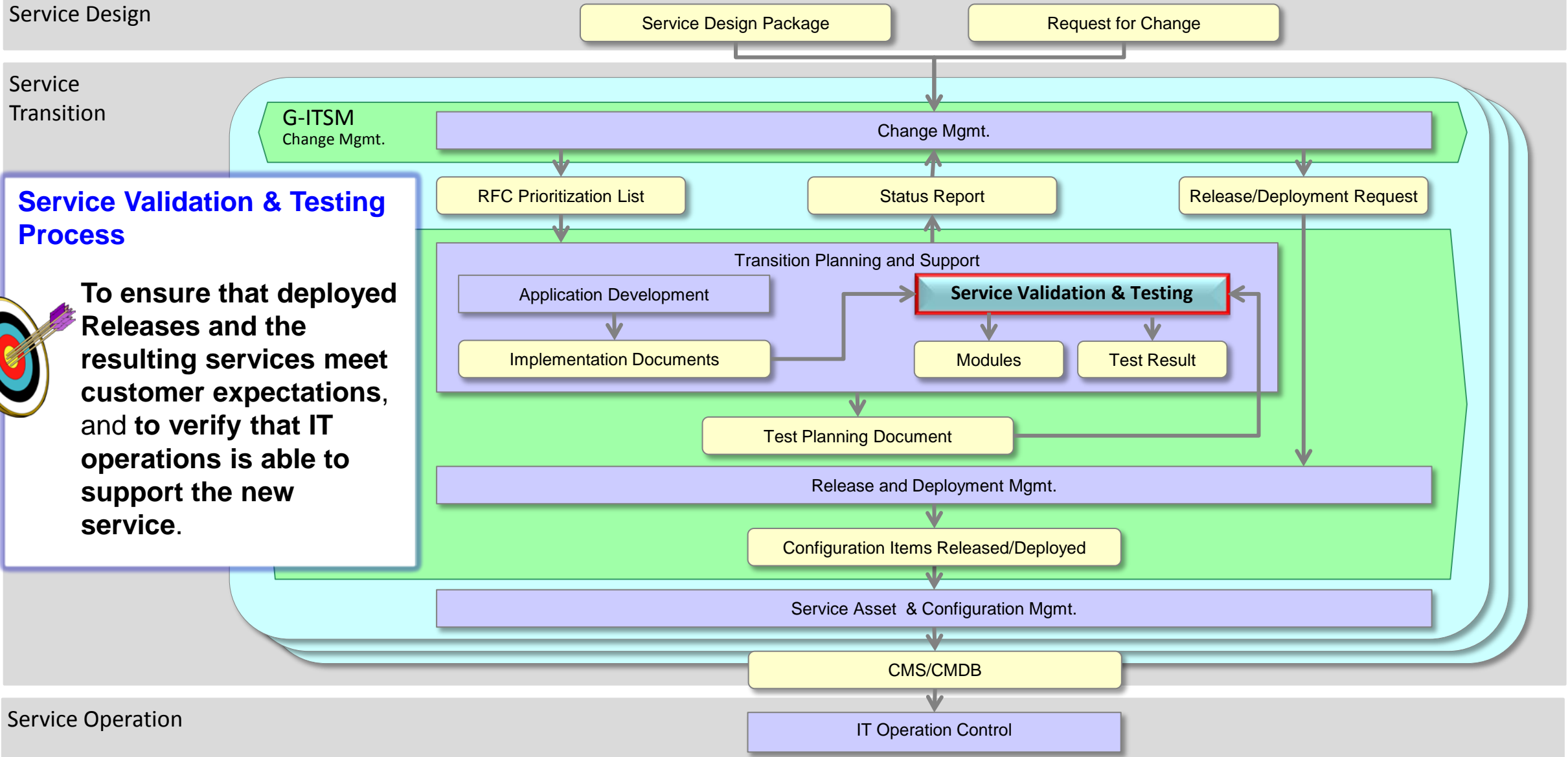
Service Validation & Testing

Service Design

Service Transition

Service Validation & Testing Process

To ensure that deployed Releases and the resulting services meet customer expectations, and to verify that IT operations is able to support the new service.



Service Validation & Testing

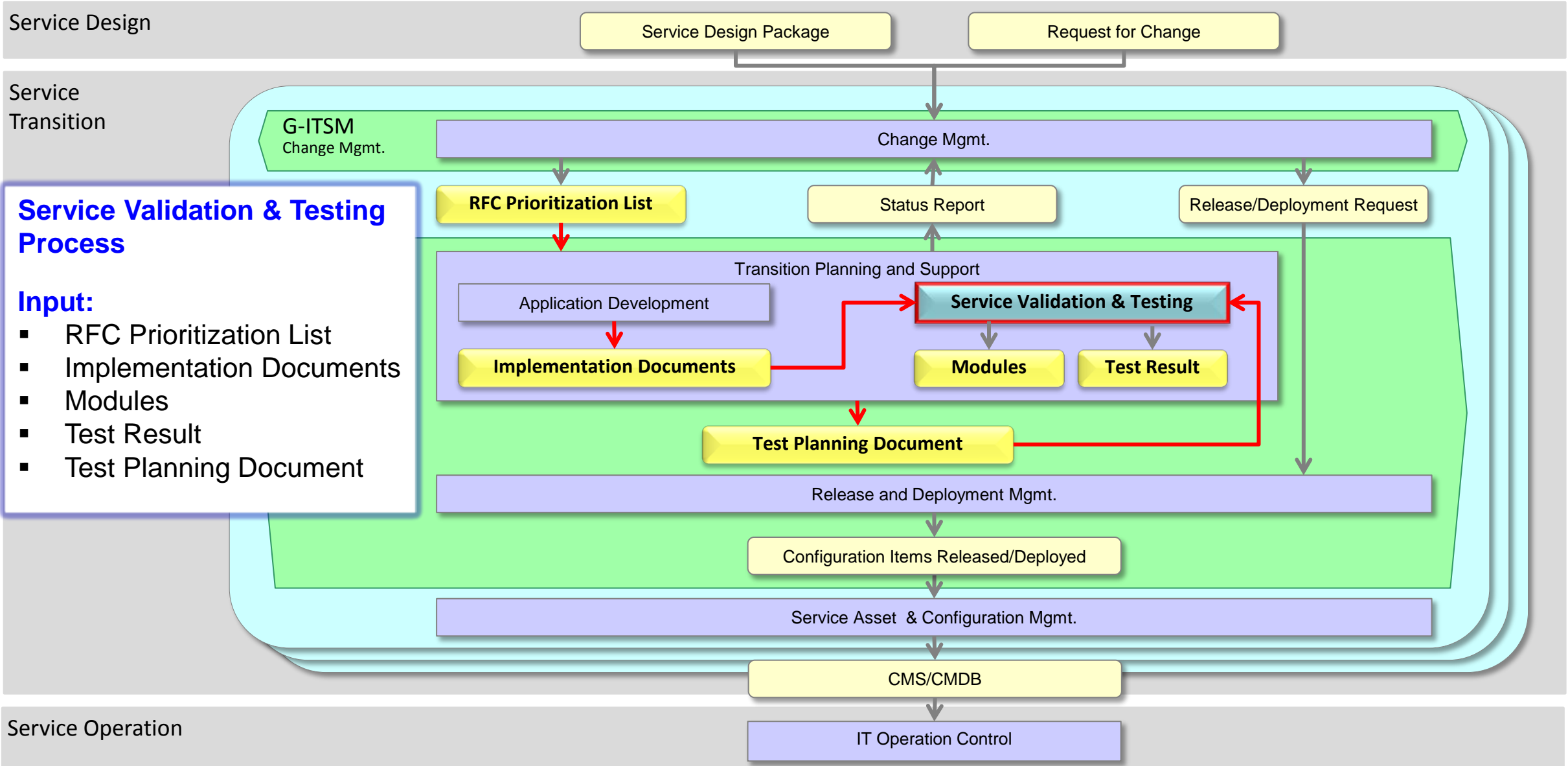
Service Design

Service Transition

Service Validation & Testing Process

Input:

- RFC Prioritization List
- Implementation Documents
- Modules
- Test Result
- Test Planning Document



Service Validation & Testing

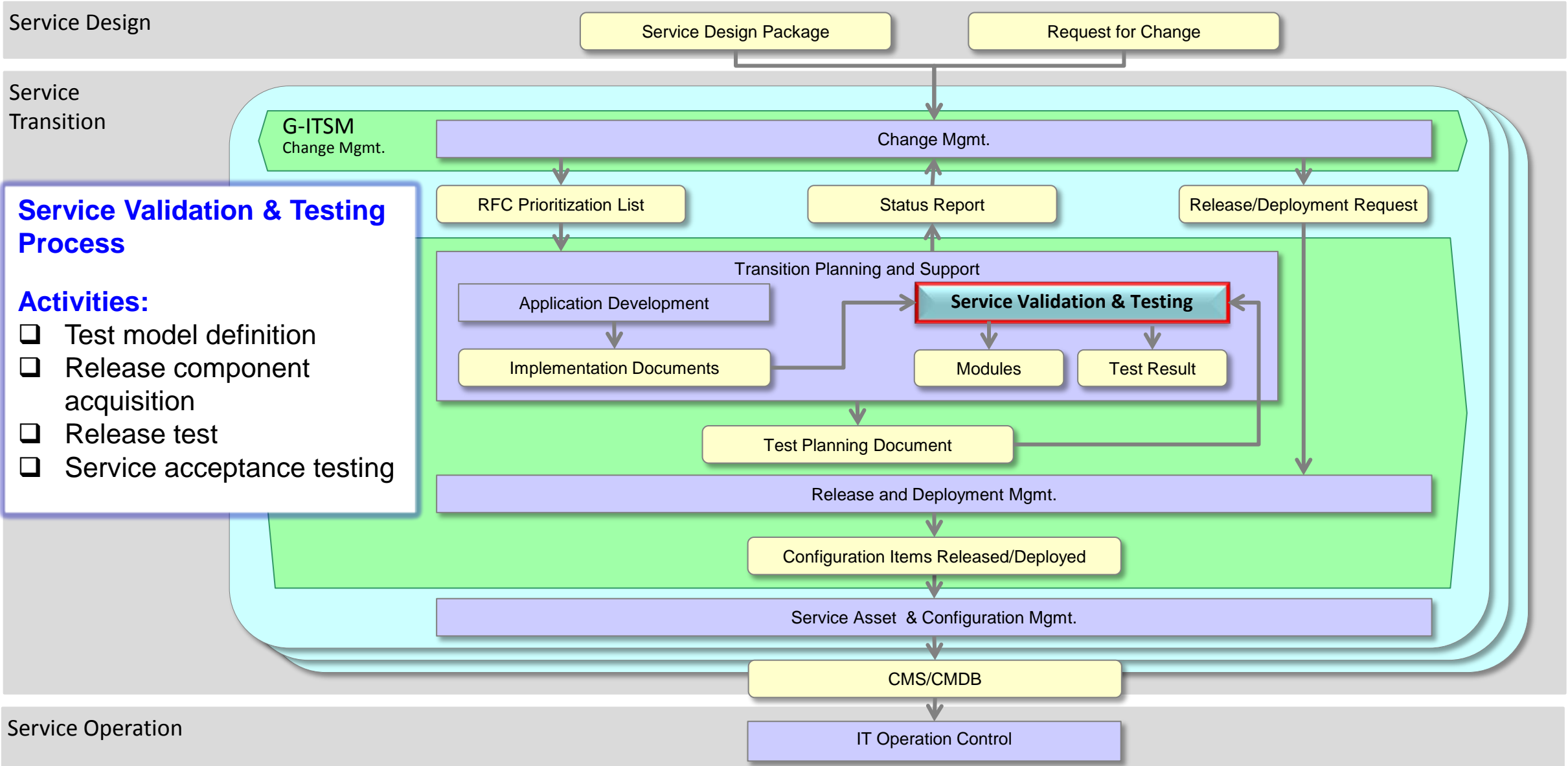
Service Design

Service Transition

Service Validation & Testing Process

Activities:

- ☐ Test model definition
- ☐ Release component acquisition
- ☐ Release test
- ☐ Service acceptance testing



Service Validation & Testing

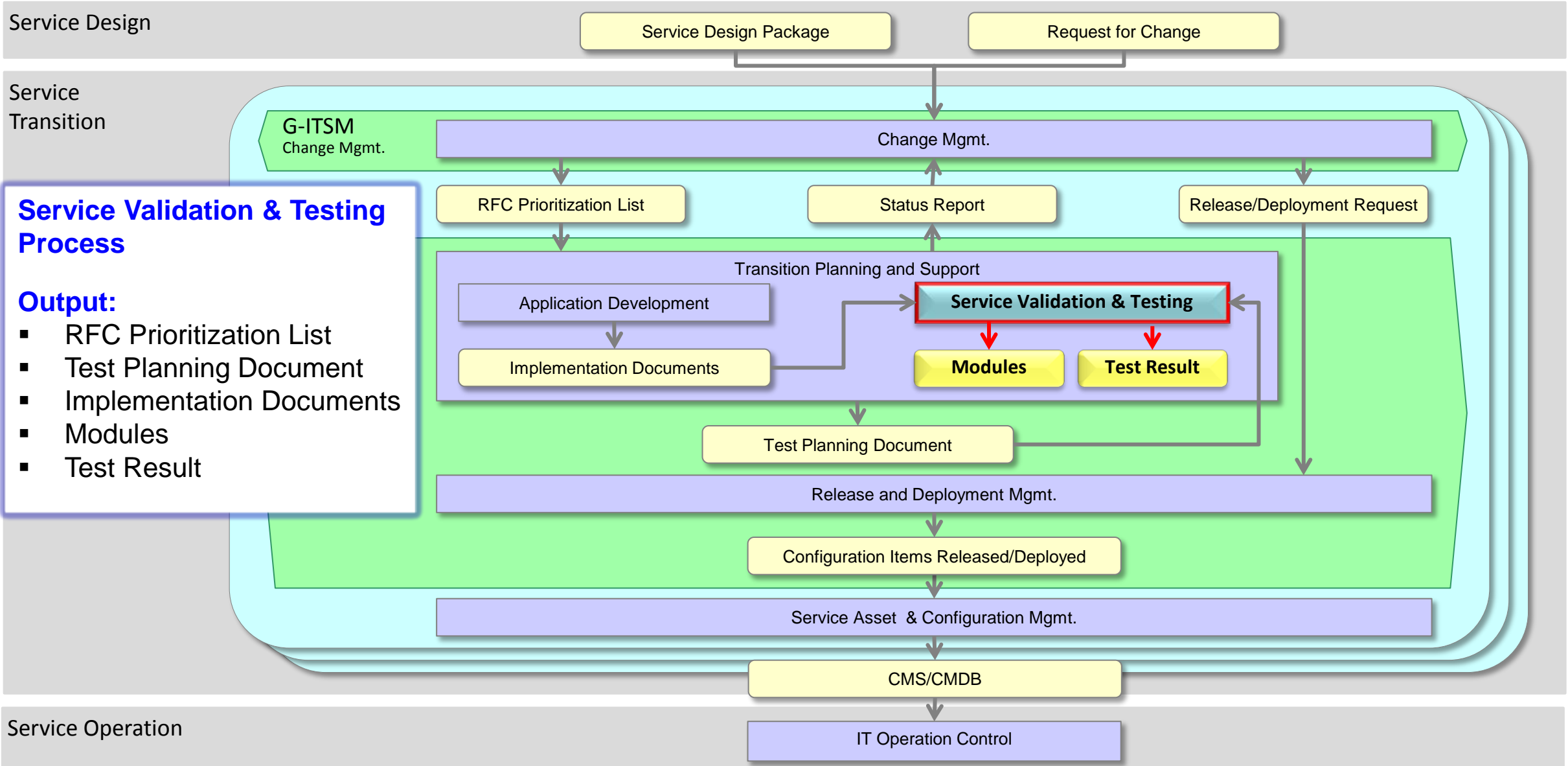
Service Design

Service Transition

Service Validation & Testing Process

Output:

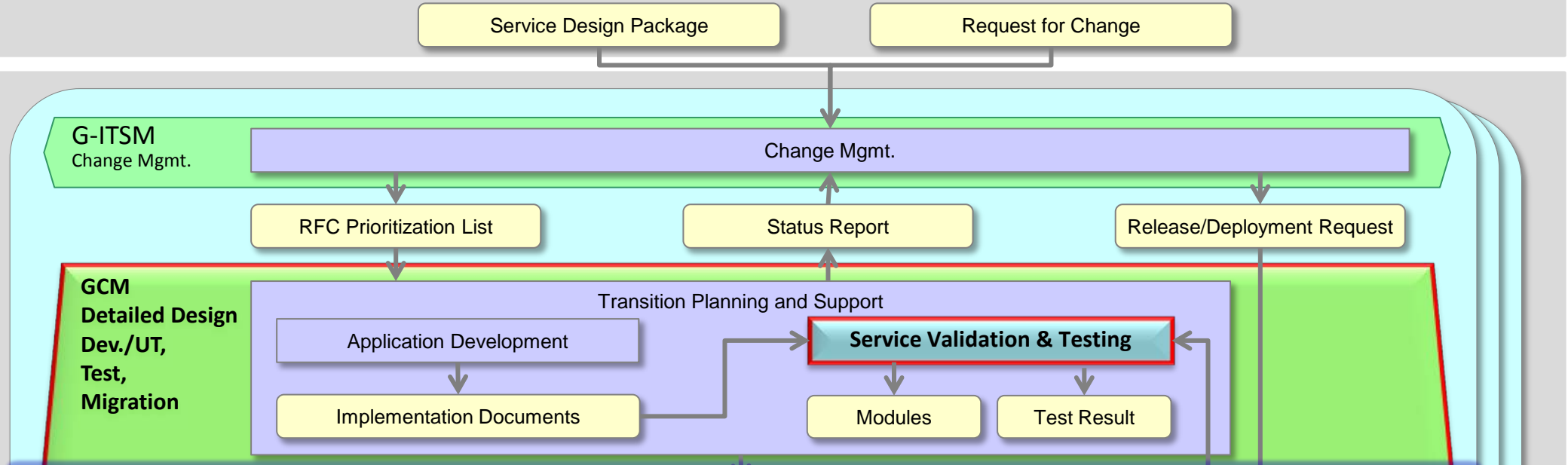
- RFC Prioritization List
- Test Planning Document
- Implementation Documents
- Modules
- Test Result



Service Validation & Testing

Service Design

Service Transition



Service Validation & Testing Process

Methodology-related

Refer to the following processes:

(GIS-GCM WF)

- GP39 Integration Test
- GP41 System Test
- GP43 Production Environment Test
- GP45 User Acceptance Test

(GIS-GCM Agile)

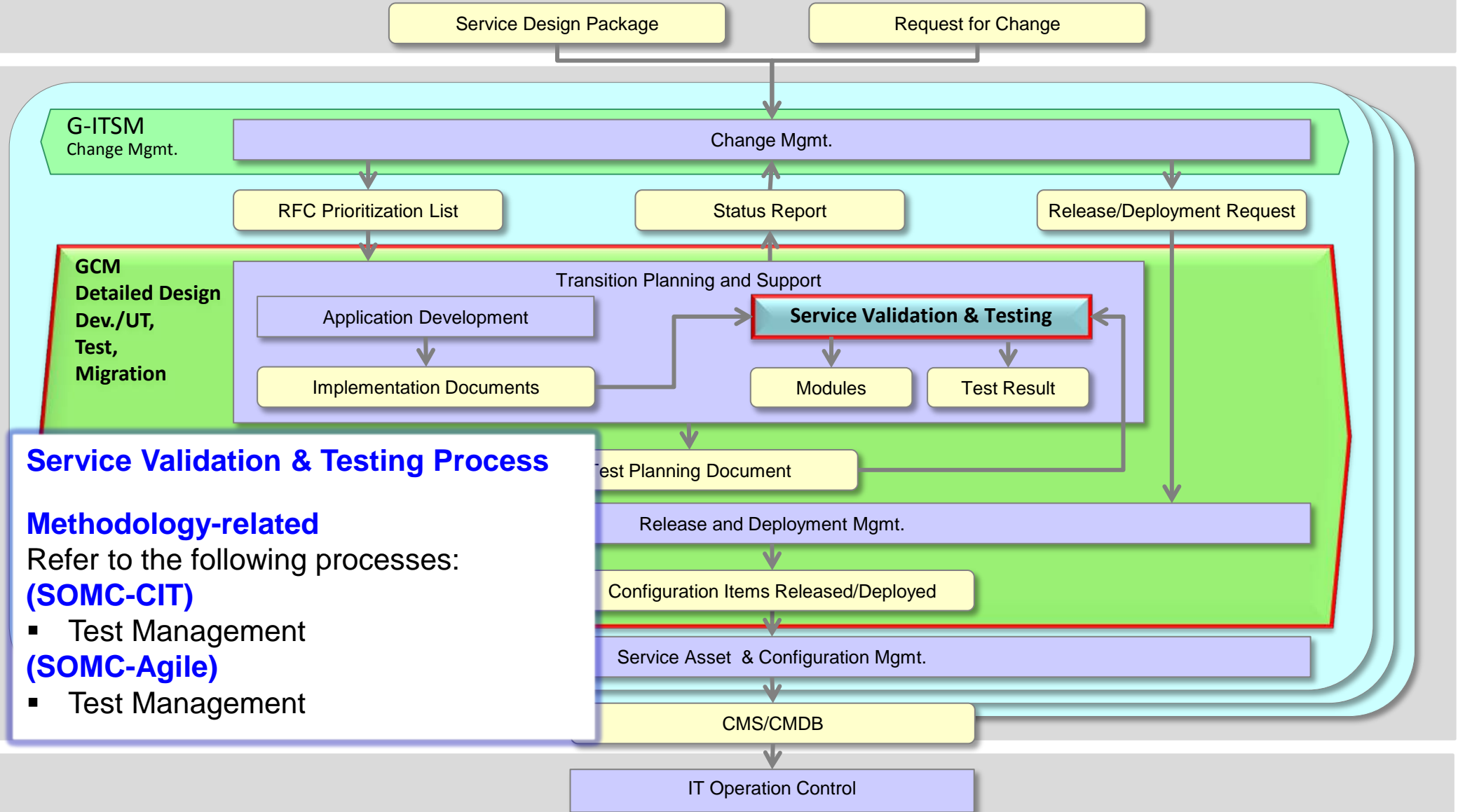
- AP26 Development
- AP27 Daily Stand-up Meeting
- AP28 Completion Judgment
- AP29 Delivery Preparation
- AP31 Iteration Retrospective
- AP39 System Mgmt Preparation
- AP40 System Mgmt Handover

Service Operation

Service Validation & Testing

Service Design

Service Transition



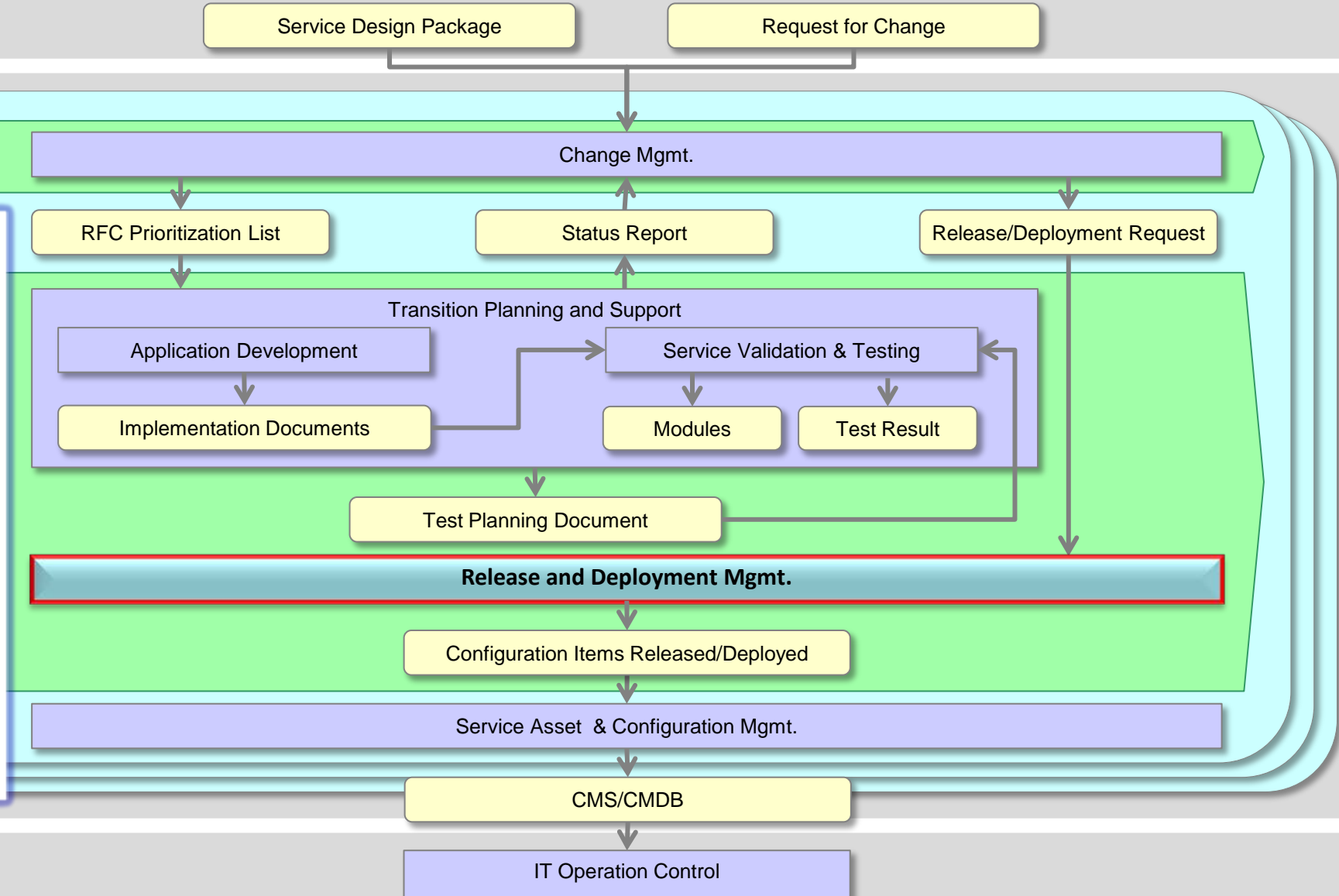
Release and Deployment Management

Service Design

Service Transition

Release and Deployment Management Process

To plan, schedule and control the movement of releases to test and live environments. The primary goal of Release Management is **to ensure that the integrity of the live environment is protected and that the correct components are released.**



Release and Deployment Management

Service Design

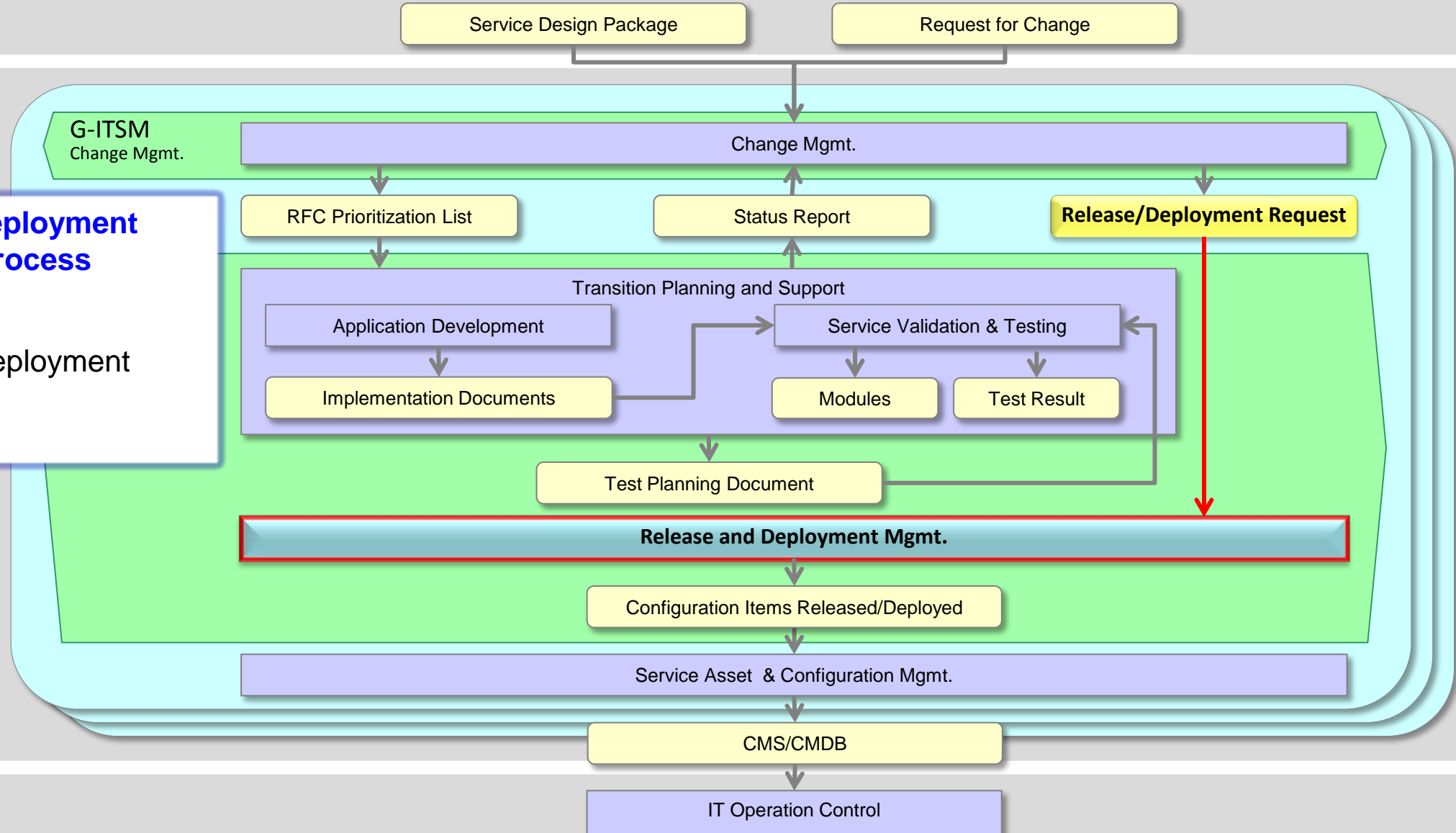
Service Transition

Release and Deployment Management Process

Input:

- Release/Deployment Request

Service Operation



Release and Deployment Management

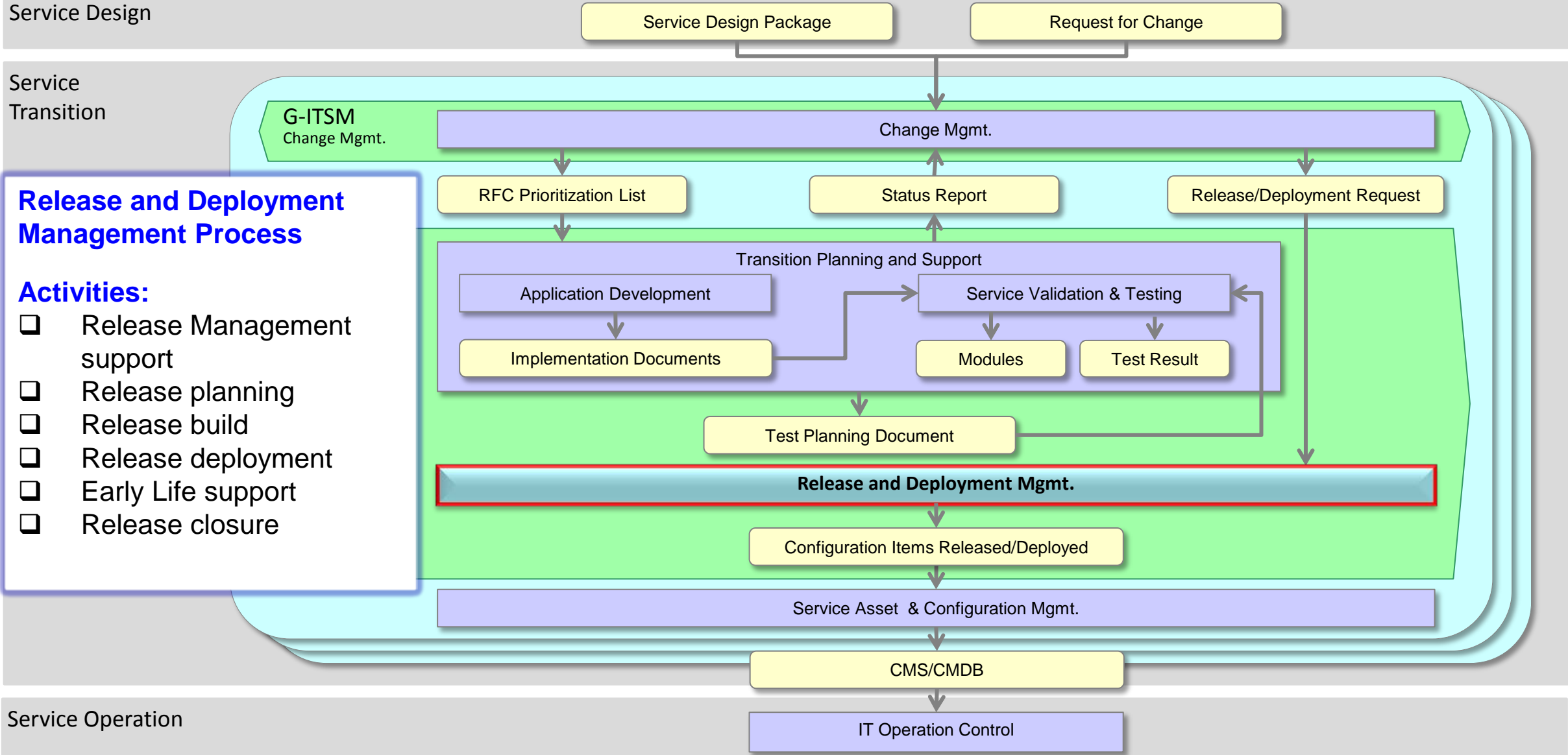
Service Design

Service Transition

Release and Deployment Management Process

Activities:

- ☐ Release Management support
- ☐ Release planning
- ☐ Release build
- ☐ Release deployment
- ☐ Early Life support
- ☐ Release closure



Release and Deployment Management

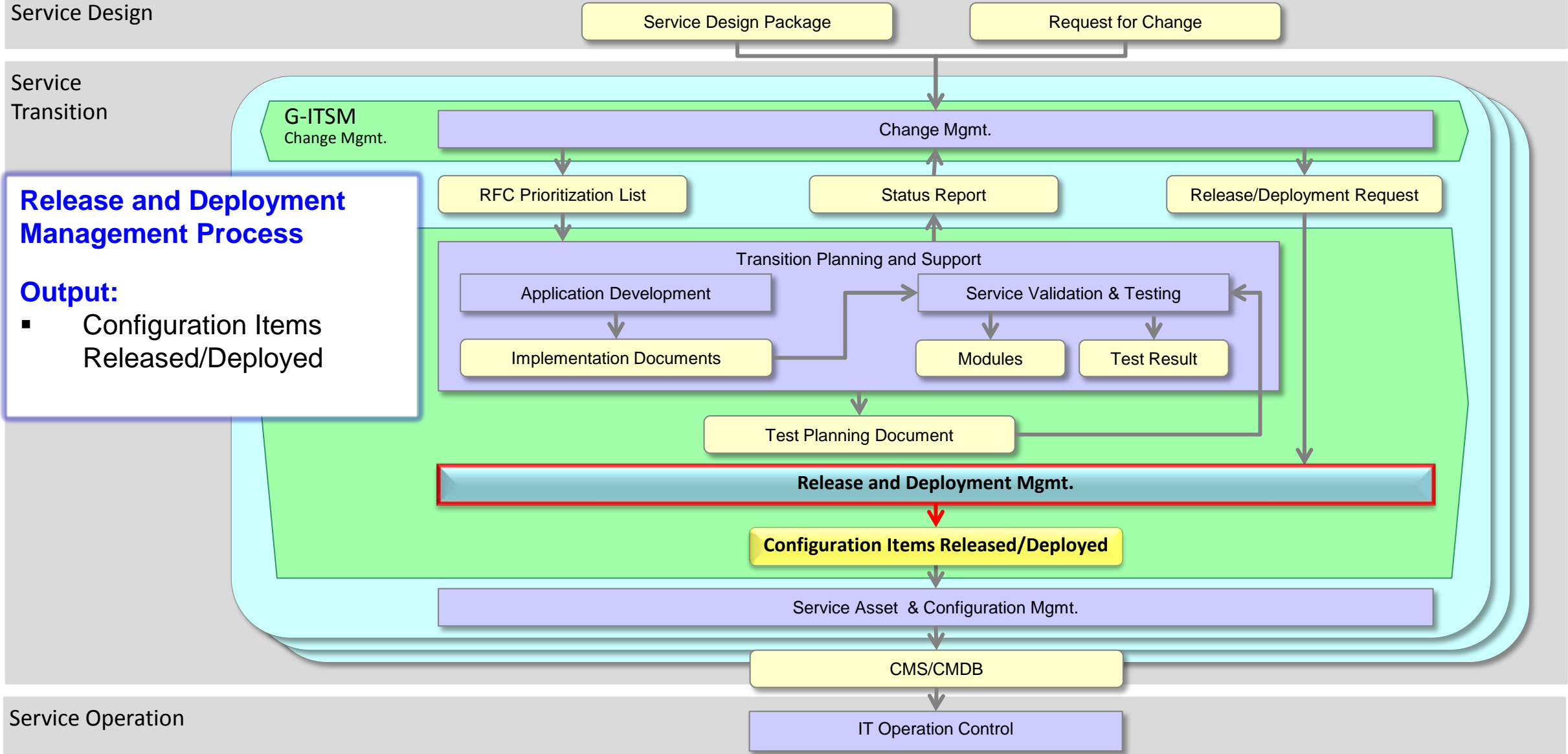
Service Design

Service Transition

Release and Deployment Management Process

Output:

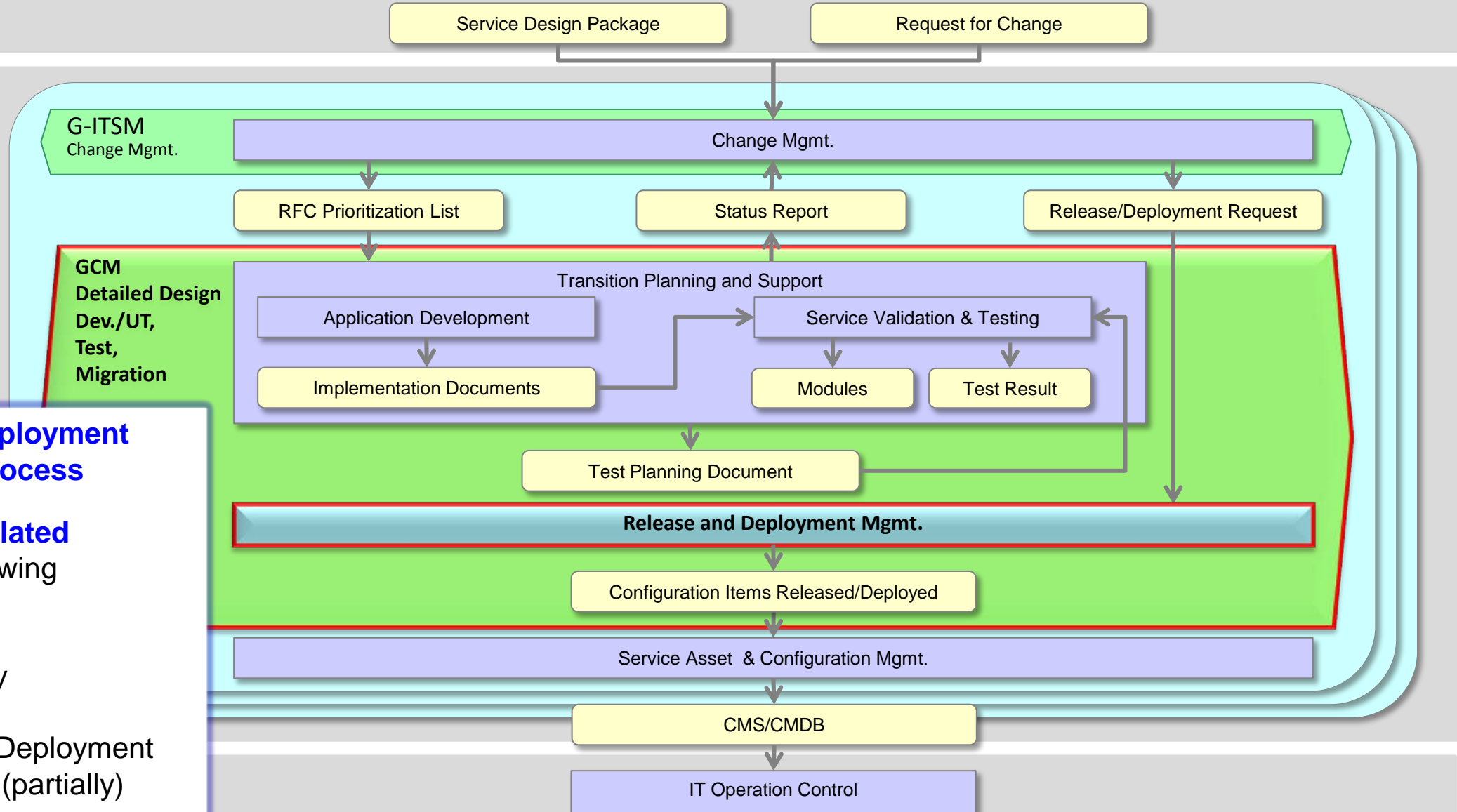
- Configuration Items Released/Deployed



Release and Deployment Management

Service Design

Service Transition



Release and Deployment Management Process

Methodology-related

Refer to the following processes:

(GIS-Agile)

- AP30 Delivery

(SOMC-CIT)

- Release and Deployment Management (partially)

Service Asset and Configuration Management

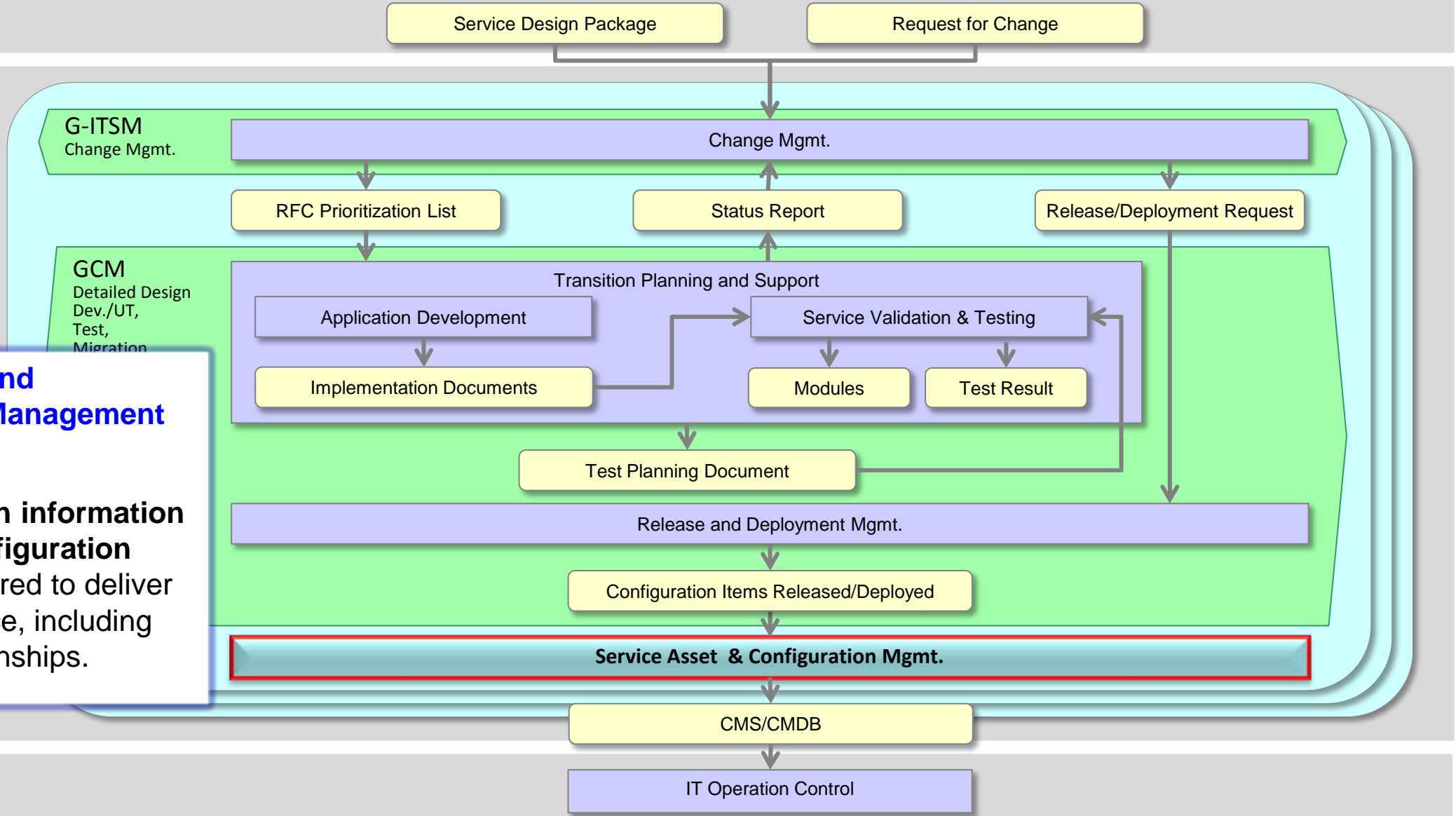
Service Design

Service Transition

Service Asset and Configuration Management Process

To maintain information about Configuration Items required to deliver an IT service, including their relationships.

Service Operation



Service Asset and Configuration Management

Service Design

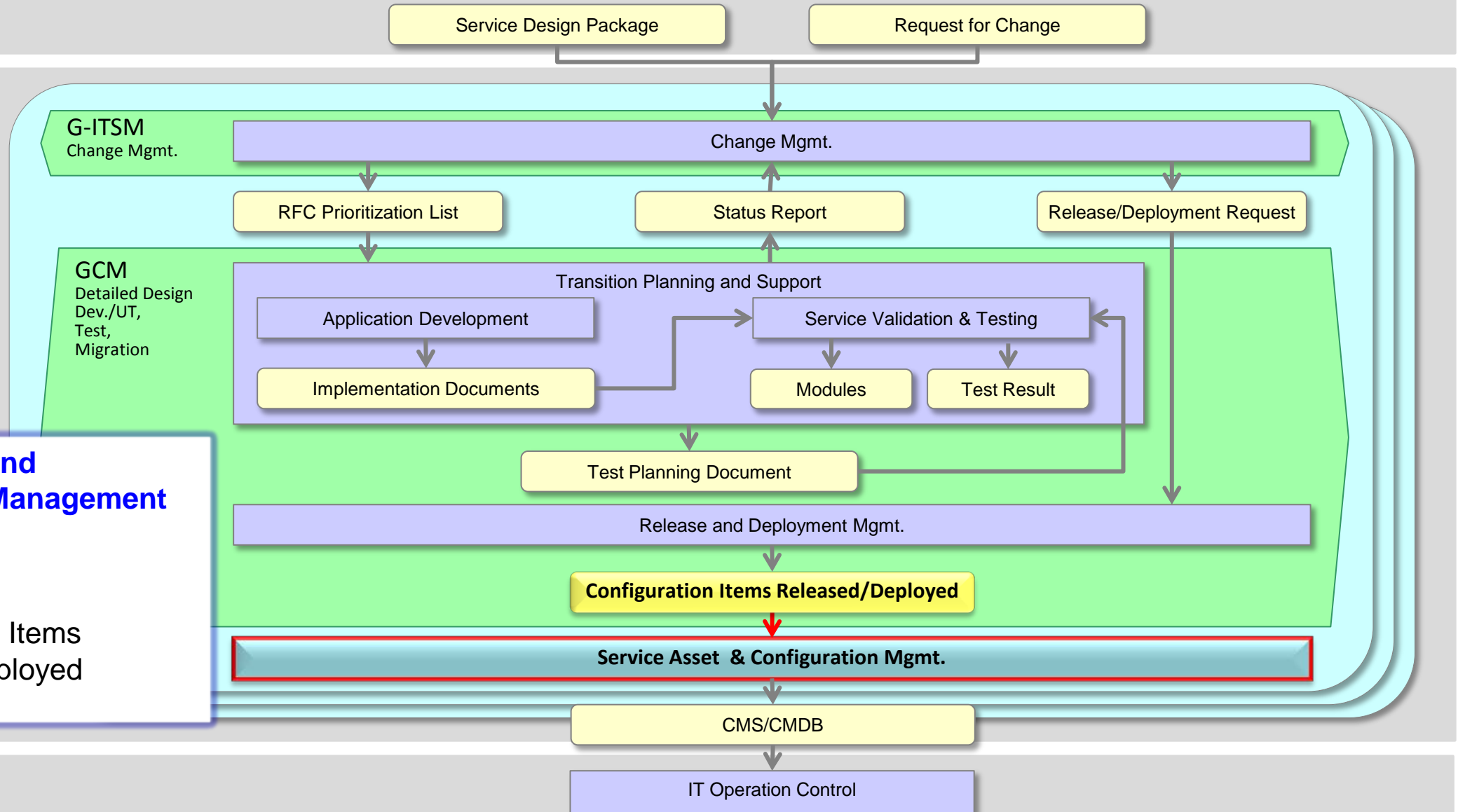
Service Transition

Service Asset and Configuration Management Process

Input:

- Configuration Items Released/Deployed

Service Operation



Service Asset and Configuration Management

Service Design

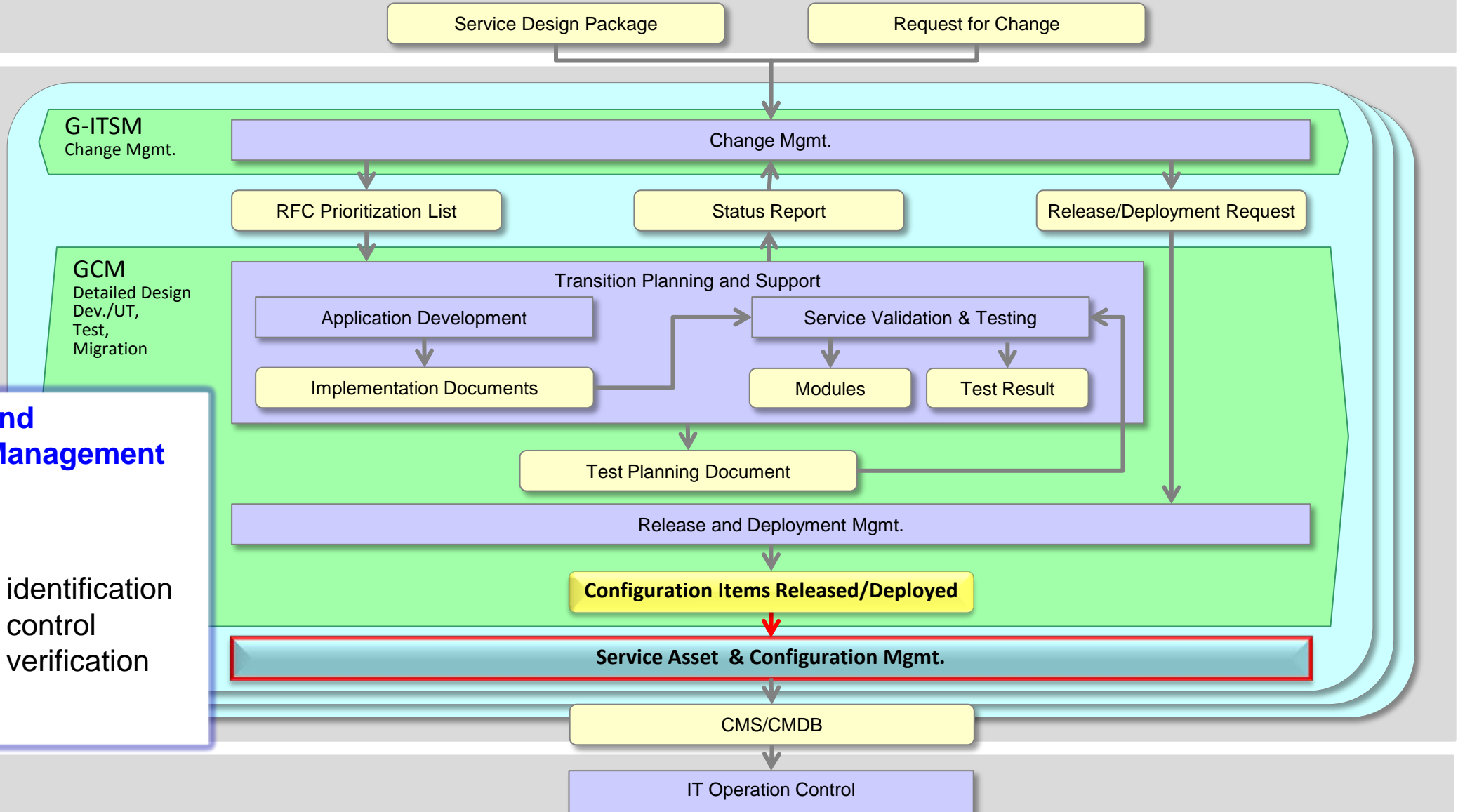
Service Transition

Service Asset and Configuration Management Process

Activities:

- ☐ Configuration identification
- ☐ Configuration control
- ☐ Configuration verification and audit

Service Operation



Service Asset and Configuration Management

Service Design

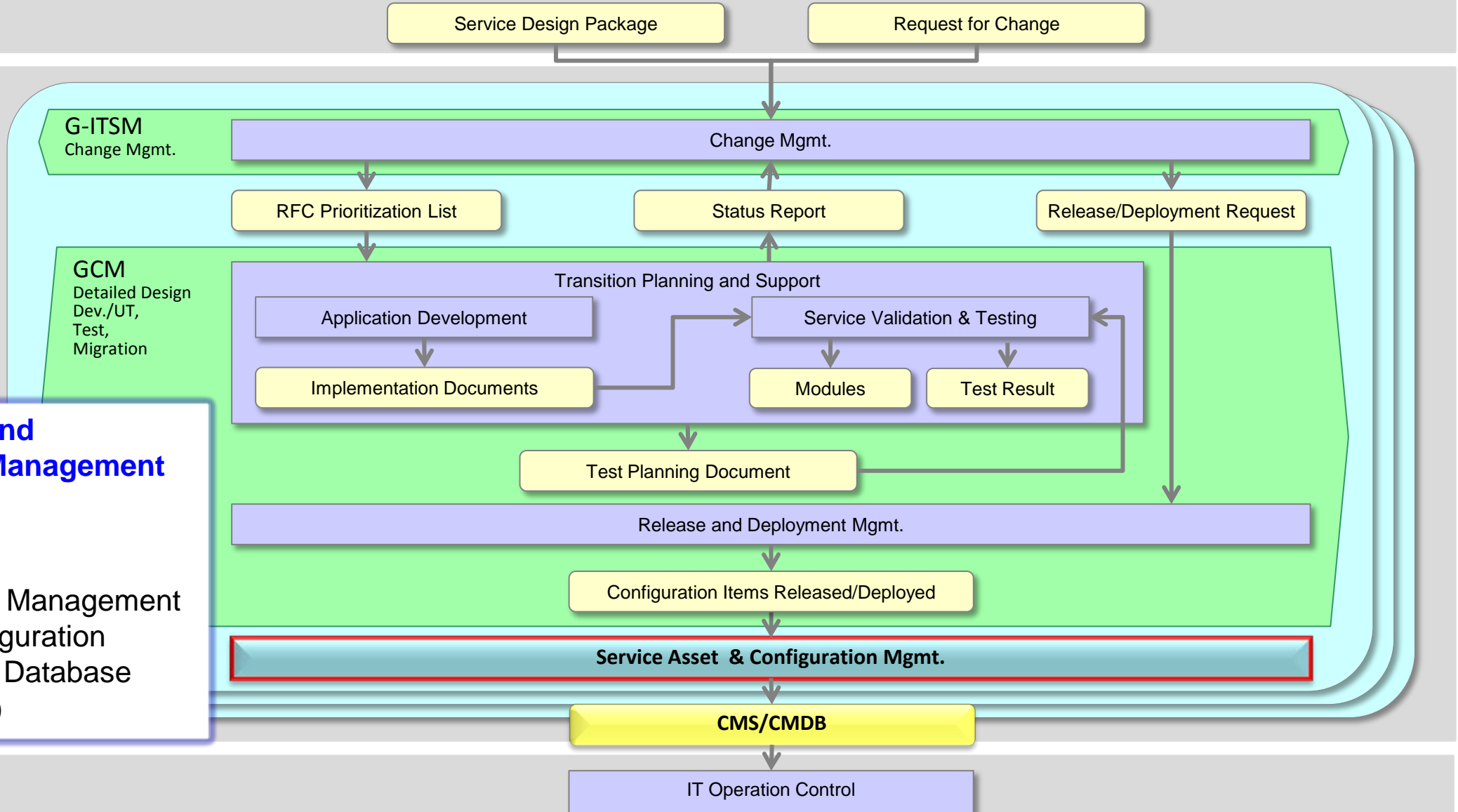
Service Transition

Service Asset and Configuration Management Process

Output:

- Configuration Management System/Configuration Management Database (CMS/CMDB)

Service Operation



Service Asset and Configuration Management

Service Design

Service Design Package

Request for Change

Service Transition

Service Asset and Configuration Management Process

Methodology-related

Refer to the following processes:

(GIS-Agile)

- AP30 Delivery

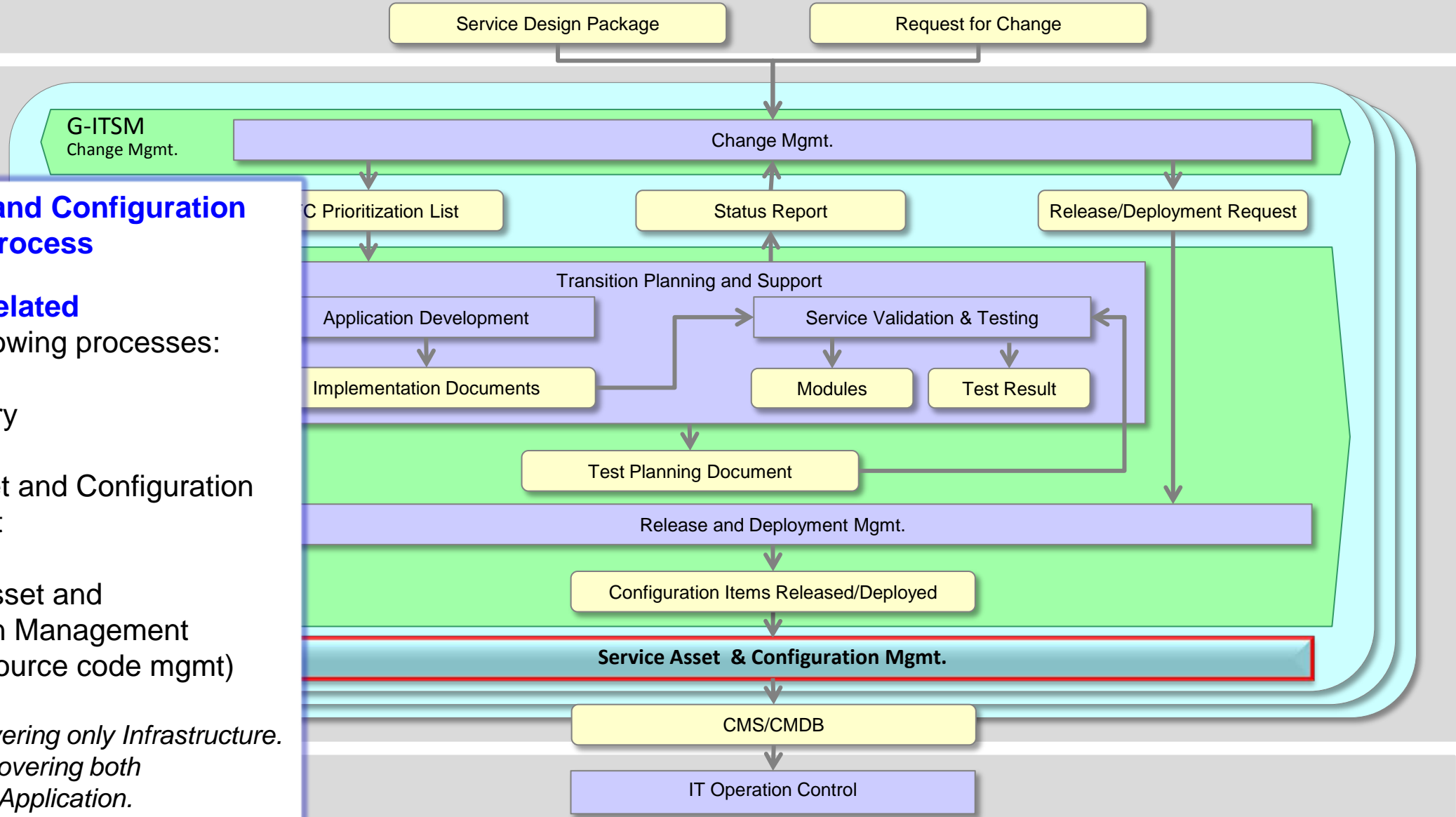
(GIS-ITSM)

- Service Asset and Configuration Management

(SOMC-CIT)

- IT Service Asset and Configuration Management (except for source code mgmt)

**GIS CMDB is covering only Infrastructure.
SOMC CMDB is covering both Infrastructure and Application.*



Service Transition Roles

Service Transition Roles

Role	Description
Change Manager	The Change Manager controls the lifecycle of all changes. His primary objective is to enable beneficial changes to be made, with minimum disruption to IT services. For important changes, the Change Manager will obtain from the authorization of changes to the Change Advisory Board (CAB).
Change Advisory Board (CAB)	A group of people that advises the Change Manager in the assessment, prioritization and scheduling of changes. This board is usually made up of representatives from all areas within the IT organization, the business, and third parties such as suppliers.
Emergency Change Advisory Board (ECAB)	Sub-set of the Change Advisory Board who makes decisions about high impact Emergency Changes. Membership of the ECAB may be decided at the time a meeting is called, and depends on the nature of the Emergency Change.
Release Manager	The Release Manager is responsible for planning and controlling the movement of releases to test and live environments. His primary objective is to ensure that the integrity of the live environment is protected and that the correct components are released.
Configuration Manager	The Configuration Manager is responsible for maintaining information about Configuration Items required to deliver IT services. To this end he maintains a logical model, containing the components of the IT infrastructure (CIs) and their associations.
Project Manager	The Project Manager is responsible for planning and coordinating the resources to deploy a major release within the predicted cost, time and quality estimates.
Application Developer	The Application Developer is responsible for making available applications and systems which provide the required functionality for IT services. This includes the development and maintenance of custom applications as well as the customization of products from software vendors.
Test Manager	The Test Manager ensures that deployed releases and the resulting services meet customer expectations, and verifies that IT operations is able to support the new service.

Service Transition Deliverables

RFC Prioritization List

Outline

Process Name: Change Management

A list that describes the latest priority of RFCs registered in Change Management Process.

Composing Elements

- RFC ID
- RFC Title
- Priority
- Dependency
- Efforts
- Planned Development Duration (Start date, Completion Date)
- Updated CI's
- Status (RFC Approved, RFC Closed, etc.)

Implementation Documents

Outline

Process Name: Application Development

Set of deliverables that define detailed design of application.

Composing Elements

- Detailed Design
- System management related document
- Infrastructure design related document
- User Manual
- Technical/Administration Manual

Refer to **GCM Detailed Design stage's deliverables** of the following responsible groups

- Solution & Application
- System Migration
- System Management
- Infrastructure

Test Planning Document

Outline

Process Name: Transition Planning and Support

Document to define purpose of each test, structure and master schedule of tests.

Composing Elements

- Overall test policy
 - Scope of applications and functions to be tested
 - Phasing policy and testing strategy
 - Testing organization
 - Test-related milestone
 - Test tool, location and environment
- Overview of each test phase
 - Major items/types of testing at each test phase
 - Schedule
 - Assumption/Dependency/Risk
 - Role & responsibility on preparation/Execution of testing
 - Test management process (test items progress status, failure management method, change management method)
 - Overview/Condition for test/Tool to use, Test completion criteria)

* If there is a dedicated testing team, a separate test planning document may be required for "Performance Test" and "Penetration Test"

Refer to **GCM deliverable - [GPD23.1] Test Planning Document**

Modules

Outline

Process Name: Service Validation and Testing

Set of Modules and Infrastructures that were tested at any specific test stage (Integration Test, System Test, UAT, etc.).

Composing Elements

- Modules tested

Refer to **GCM Detailed Design stage's deliverables** of the following responsible groups

- Solution & Application
- System Migration
- System Management
- Infrastructure

Test Result

Outline

Process Name: Service Validation and Testing

Test result evidences at each specific test stage (Integration Test, System Test, UAT, etc.).

Composing Elements

- Test result/evaluation
- Test result against the completion criteria
- Lessons learned

Refer to the following GCM deliverables:

- **GPD39.2 Integration Test Report**
- **GPD41.2 System Test Report**
- **GPD43.2 PET Report**
- **GPD45.2 UAT Report**

Status Report

Outline

Process Name: Transition Planning and Support

Document to record actual results of development activities. This will be input information for requesting release/deployment to specific environment.

Composing Elements

- Progress report
- Record of deliverable review
- Record of scope verification
- Risk management list
- Issue management list
- Record of quality review
- Analysis report of actual results about quality
- Evaluation report about reliability

Refer to the following GCM deliverable:

- **GPD54.1 Status Report**

Release/Deployment Request

Outline

Process Name: Change Management

Request to migrate specific CIs into specific environment for testing/deployment purpose.

Composing Elements

- Unique identifier of CIs to be released or deployed
- Target environment
- Date and time when CIs are released/deployed

Configuration Items (CIs) Released/Deployed

Outline

Process Name: Release and Deployment Management

Configuration items which are released or deployed in any specific release or deployment.

Composing Elements

- CIs released/deployed

Configuration Management System /Configuration Management Database (CMS/CMDB)

Outline

Process Name: Service Asset and Configuration Management

The Configuration Management System (CMS) is a set of tools and data that is used for collecting, storing, managing, updating, analyzing and presenting data about all configuration items and their relationships. A CMS may manage more than one physical Configuration Management Databases (CMDB). Its underlying structure is defined by the Configuration Model, a logical model of the IT organization's service assets.

The CMS is used to store information on all Configuration Items (CIs) under the control of Configuration Management.

Composing Elements

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ Identifier ▪ Name ▪ Description ▪ CI owner ▪ CI type ▪ Manufacturer information <ol style="list-style-type: none"> 1. Manufacturer name 2. Serial number 3. License number/reference to license contract ▪ Version information ▪ Location <ol style="list-style-type: none"> 1. Physical location, if applicable 2. Logical location, if applicable (example: URL or directory on a fileserver) ▪ Modification history of the CI Record <ol style="list-style-type: none"> 1. Date of CI Record creation 2. Modifications <ol style="list-style-type: none"> a. Date b. Person in-charge c. Description of modification | <ul style="list-style-type: none"> ▪ Status history (description of the life cycle of a CI with status values, as for example "Undergoing Test", "Active", "Undergoing Maintenance", "Out of Operation", etc.) <ol style="list-style-type: none"> 1. Present status and version 2. Status and version history (historical changes to the status of the CI or changes planned for the future) <ol style="list-style-type: none"> a. Status change b. Description c. Time and date of the change in status ▪ Relationships to other CIs
(example: "Is a component of", "Is associated with", "Uses", "Is a new version of", "Will be replaced by", including relationships to services supported by the CI) ▪ Licensing information ▪ Document references
(example: Contractual documentation, Operating documentation, User documentation, Emergency-relevant documentation, Other documentation) |
|---|---|

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Revision History

Rev. date	Version	Revision	Description
2017/01	1.00		Newly released.