SST Elaboration This policy establishes organizational expectations for planning, implementing, and managing the transition of service system components into the delivery environment.

STSM Elaboration This policy establishes organizational expectations for establishing and maintaining a set of standard services for use by the organization and making standard service descriptions available throughout the organization.

SST Elaboration Examples of resources provided include the following: Transition support staff Installation and deployment tools Mechanisms for back out and restore

STSM Elaboration Senior managers, strategic planners, service portfolio managers, product managers, or product line managers typically manage strategic service management practices. Examples of resources provided include the following:

Sources of data on strategic needs and capabilities

Document management or configuration management tools

Service management techniques

SST Elaboration Responsibility is assigned for planning, implementing, and managing the transition. In addition, stakeholder notification activities are explicitly assigned to ensure open communication and buy-in. Rollback and back-out assignments are made in the event that the transition is not successful.

SST Elaboration Examples of training topics include the following: Transition planning and monitoring Transition notification strategies Rollback and back-out approaches Post-deployment review process

STSM Elaboration Examples of training topics include the following: Strategic planning techniques such as scenario planning, SWOT, and needs analysis Market research techniques Product planning and management Portfolio management Marketing communication

SST Elaboration Examples of work products placed under control include the following: Transition plan Service system analysis reports Deployment reports and records Transition assessments and post-deployment review reports

STSM Elaboration Examples of work products placed under control include the following: Organization’s set of standard service descriptions Descriptions of service levels Tailoring guidelines for the organization’s set of standard services

SST Elaboration Examples of activities for stakeholder involvement include the following: Planning and monitoring service system transition Notifying stakeholders about transition status and issues Post-deployment review STSM Elaboration Examples of activities for stakeholder involvement include the following: Confirming business objectives Reviewing the organization’s set of standard services Reviewing the descriptions of standard services Reviewing the organization’s service levels

Resolving issues on tailoring guidelines

SST Elaboration Examples of measures and work products used in monitoring and controlling include the following: Planned versus actual transition time Number of transition related service incidents received Number of unexpected back-out and rollback instances, including magnitude of disruption to service system delivery Results of post-deployment review and stakeholder surveys

STSM Elaboration Examples of measures and work products used in monitoring and controlling include the following: Percentage of contracts using the organization’s set of standard services Number of customer requests that breach defined service levels Frequency of use of particular services Schedule for development of a service description change

SST Elaboration Examples of activities reviewed include the following: Transition planning Transition training Deployment activities, including validation and assessment

Examples of work products reviewed include the following: Service system transition plan Installation records Post-deployment review report STSM Elaboration Establishing organizational standard services is an example of an activity to be reviewed. Examples of work products reviewed include the following: Organization’s set of standard services Descriptions of standard services Descriptions of service levels Tailoring guidelines for the organization’s set of standard services

SST Elaboration Higher level management is kept informed of the status of transitions, including successful and unsuccessful transition attempts and deployment results.

SST Elaboration Examples of process related experiences include the following: Deployment assessment artifacts Post deployment review results and lessons learned STSM Elaboration Examples of process related experiences include the following: Customer requests for new services Customer questions to clarify service descriptions Status of change requests submitted to modify the organization’s standard services Record of non-standard tailoring requests