DRAFT - ICT Project Guidance

Discovery:   
Services, Accounts, Subscriptions & Features

Version:

0.1

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## Purpose

To decrease delivery risks by correctly describing the elements required to control users access to one or more services features by subscriptions associated to accounts.

## Synopsis

User Access to Service Features is controlled by a combination of Authorisation (Permissions and Roles) and Account Subscriptions.

## 

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## Purpose

The purpose of this document is to outline elements required for correct modelling of Accounts and Subscriptions to support service billing.

## Background

To pay for development and operational costs most services require billing to support operations costs.

Billing is handled separately within a specialised integrated service, but relies on identifiers managed by the service.

A Person can be member of more than one Organisations that have Accounts with a large telecommunication company that offers multiple Services, that each have multiple Features to which they are entitled to varying degrees.

# Entities

## User

Note:  
While System Users have already been described in more detail within ICT Project Guidance – Users, etc. the following is a summary.

A System User is a system specific Persona of a Person identified by acceptance of an identity token provided by a trusted 3rd party system representing a digital identity of the person.

A system User has an in-system Persona developed from a combination of attributes imported from the 3rd party identity system, supplanted by attributes the user has provided (e.g.: Display Name, Personal Bio, etc.).

## Role

A user has various Roles associated to the Groups, Resources and Accounts they are invited to.

For example, a User can have a Member or Admin Role within an Account.

## Account

An Account is a logical billing entity.

Users can accept one or more Roles within an Account they have been Invited to.

For example, a person may be Accountable for ensuring payments are made, while another person is designated as a Contact Person with lower rights.

Note:  
Account Roles are distinct from Subscription Roles.

An Account is associated to Quotes, Invoices, Payments.

An Account may be associated to one or more Subscriptions.

Example:  
In the context of a large telecommunication company that provides telephone, cable, internet and mobile services, the person who sets up the account for the household will be assigned the Admin role to the Account, which in turn has one or more subscriptions to different services.

### Logical Errors

It is an error to confuse an Account with a single Person, as while this can work in single user consumer situations, it neither correctly represent families where both partners are on equal terms, or organisations where multiple users in one or more departments may be managing the account.

## Payment Methods

Payment information (e.g.: Credit Card details, other) are saved off-system, but associated to the Account as previously used methods of payment.

Subsequent access to the payment information is obfuscated and/or controlled by Permissions. For example, an assistant accountant may have permissions to use the payment method to make a payment to a subscription, but may not see the payment method’s information in cleartext.

## Subscription

A Subscription provides Users of an Account access to Services.

A Subscription can be associated to one or more Services.

For example, Mary can be a Member of a Household which has an Account with Vodafone, to which is associated Subscriptions to cable internet, mobile phone, and a couple of other Services.

A Subscription can have default Services that are offered for free.

A Subscription can have Services that expire at specific dates, or after credits are expired.

A Subscription is associated to an Account. An Account can have multiple Subscriptions.

## Service

A Subscription may provide access to one or more Services.

Examples of Services include Dashboard, WorkItems, etc.

## Feature

A Feature is one part of a larger Service.

## Payments

Payments can be made to an account, which allocates Credits or moves the SubscribedTo.

## Credits

Credits can be allocated to a Subscription.

## Terms

All transactions are applications of defined Terms.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft

### Images

[Figure 1: TODO Image 2](#_Toc144995112)

### Tables

[Table 1: TODO Table 3](#_Toc145048484)

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### References

**There are no sources in the current document.**

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### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Structure

Where possible, the document structure is guided by either ISO-\* standards or best practice.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.

### Terms

Refer to the project’s Glossary.

##### IT

: acronym for Information, using Technology to automate and facilitate its management.

##### ICT

: acronym for Information & Communication Technology, the domain of defining Information elements and using technology to automate their communication between entities. IT is a subset of ICT.