

# Following the Connections: The Service Value Chain

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# Acknowledgements

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# What You'll Learn



**How the Service Value Chain (SVC) interconnects and supports the value stream**

**What are the inputs, outputs, and purpose of the value chain activities**



# Putting the Pieces Together: The SVC

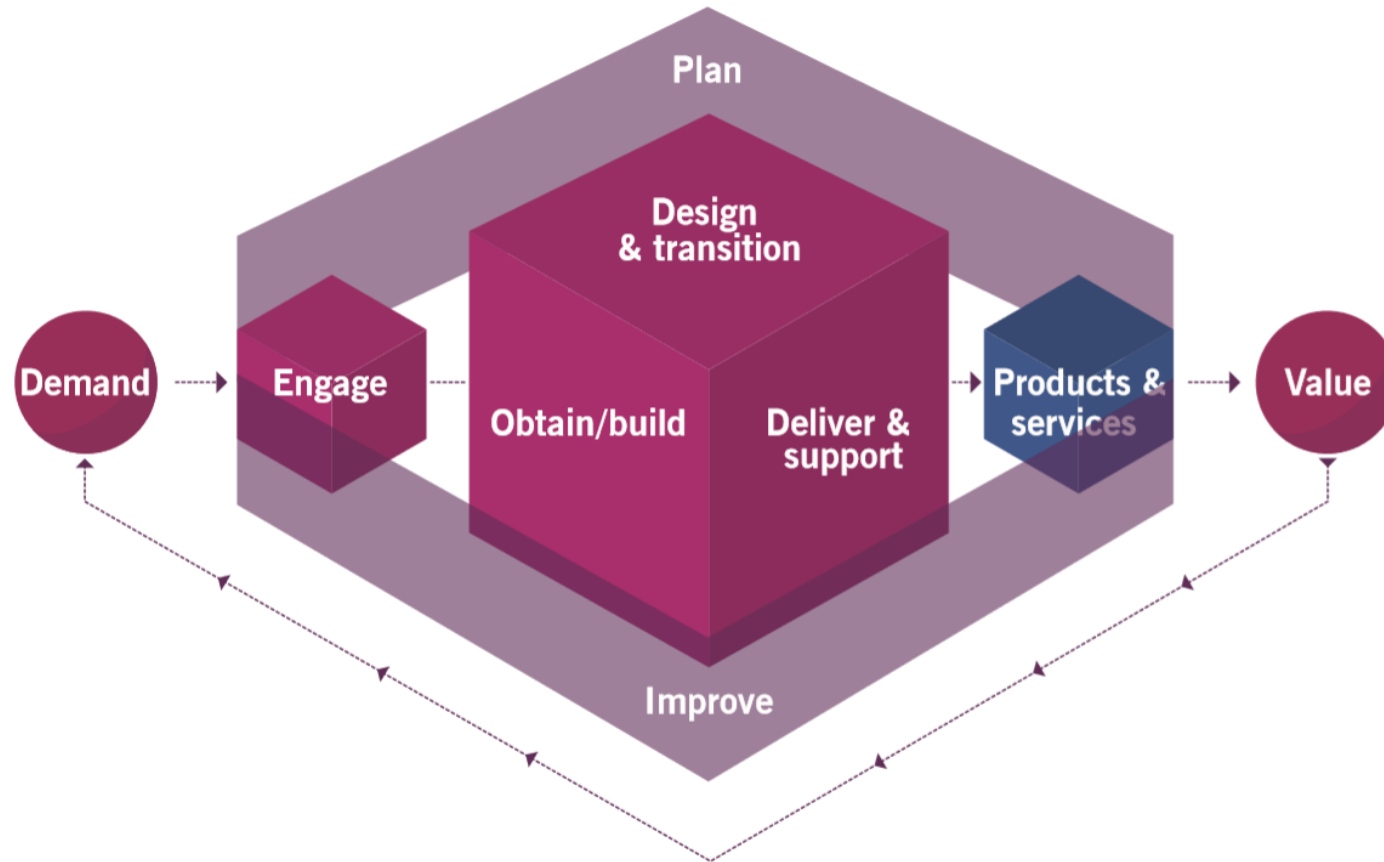
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The SVC is an operating model which outlines the key activities necessary to respond to demand and facilitate value creation



# The Service Value Chain (SVC)



**P – Plan**

**I – Improve**

**E – Engage**

**D – Design and transition**

**O – Obtain/Build**

**D – Deliver and support**



# Getting Things Started: Plan, Improve, Engage

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# The SVC



Plan



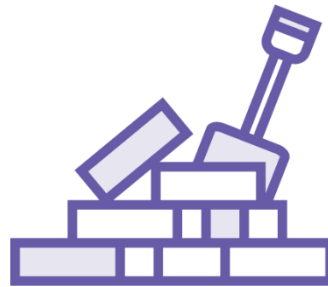
Improve



Engage



Design and transition



Obtain/Build



Deliver and support



# Plan



## Purpose

- To ensure a shared understanding of the:
  - Vision
  - Current status
  - Improvement direction

# Plan

| Key Inputs  | Key Outputs                                    |
|---|--|
| Policies, requirements, and constraints from governing body | Strategic, tactical, and operational plans     |
| Knowledge and information about new and changed products    | Portfolio decisions for design and transition  |
| Improvement status reports from improve                     | Improvement opportunities for improve          |
| Consolidated demands from engage                            | Contract and agreement requirements for engage |



# The SVC



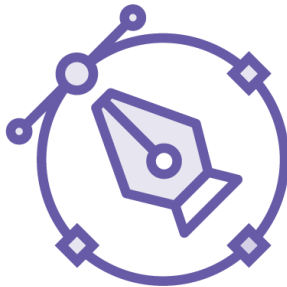
Plan



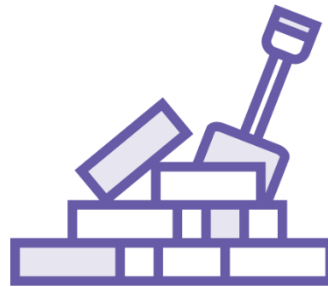
Improve



Engage



Design and transition



Obtain/Build



Deliver and support



# Improve



## Purpose

- *To ensure continual improvement of products, services, and practices across all value chain activities*



# Improve

| Key Inputs  | Key Outputs  |
|---|--|
| Product and service information from deliver and support  | Improvement initiatives and plans for all SVC activities |
| Stakeholder feedback from engage                          | Performance information for plan and governing bodies    |
| Knowledge and information about new and changed products  | Contract and agreement requirements for engage           |
| Knowledge and information about third-party service items | Service performance info for design and transition       |



# The SVC



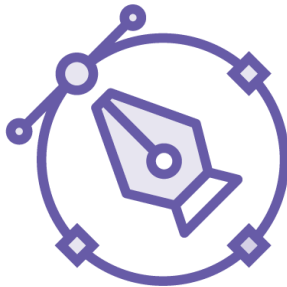
Plan



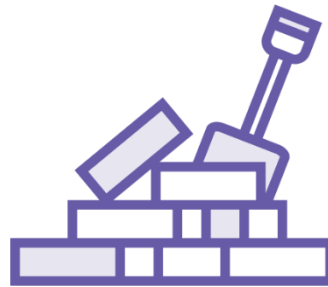
Improve



Engage



Design and transition



Obtain/Build



Deliver and support



# Engage



## Purpose

- *To provide a good understanding of stakeholder needs, transparency, and continual engagement for good relationships with all stakeholders*





# Engage

| Key Inputs  | Key Outputs  |
|---|--|
| Detailed requirements for services/products provided by customers | Consolidated demands and opportunities for plan          |
| Requests and feedback from customers                              | Product and service requirements for design              |
| Marketing opportunities   | Change or project initiation requests for obtain/build   |
| Contract/agreement requirements from all SVC activities           | Contracts and agreements with suppliers for obtain/build |



# Getting Down to Business: Design and Transition, Obtain/Build, Deliver and Support

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# The SVC



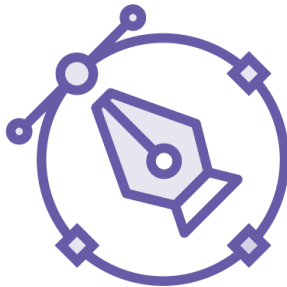
Plan



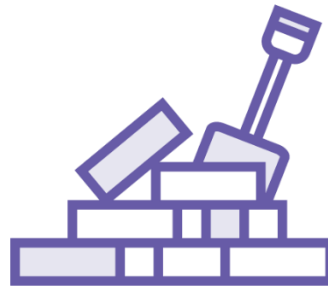
Improve



Engage



Design and transition



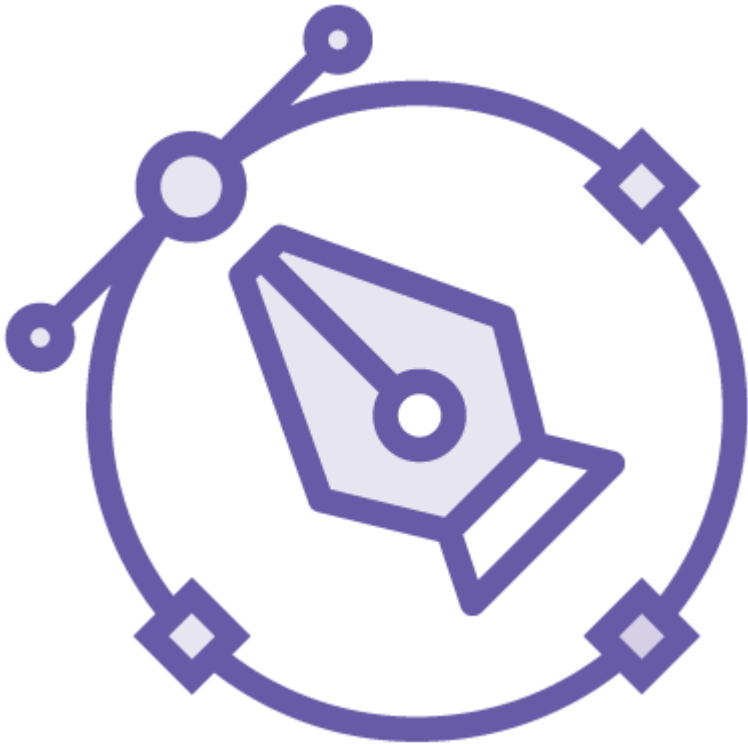
Obtain/Build



Deliver and support



# Design and Transition



## Purpose

- *To ensure that products and services continually meet stakeholder expectations for quality, costs, and time to market*



# Design and Transition

| Key Inputs   | Key Outputs   |
|--|---|
| Portfolio decisions provided by plan                 | Requirements and specifications for obtain/build              |
| Architectures and policies approved by plan          | Contract and agreement requirements for engage                |
| Improvement initiatives approved by plan and improve | New and changed products and services for deliver and support |
| Product and service requirements provided by engage  | Performance information for improve                           |



# The SVC



Plan



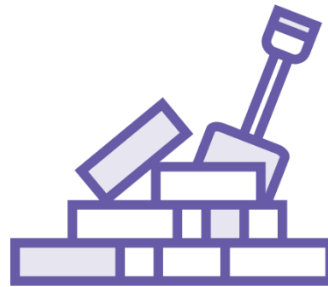
Improve



Engage



Design and transition



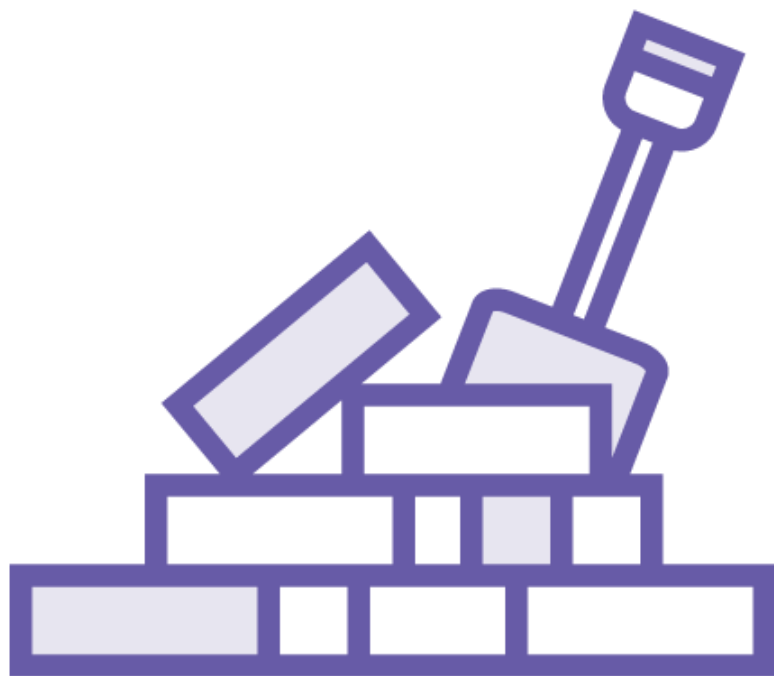
Obtain/Build



Deliver and support



# Obtain/Build



## Purpose

- *To ensure that service components are available when and where they are needed, and meet agreed specifications*



# Obtain/Build

| Key Inputs  | Key Outputs  |
|---|--|
| Architectures and policies provided by plan                     | Service components for deliver and support/design-transition |
| Good and services provided by external suppliers through engage | Knowledge and info about new and changed components          |
| Change or project initiation request provided by engage         | Contract and agreement requirements for engage               |
| Change requests provided by deliver and support                 | Performance information for improve                          |





# The SVC



Plan



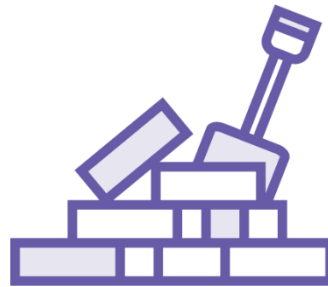
Improve



Engage



Design and transition



Obtain/Build



Deliver and support



# Deliver and Support



## Purpose

- *To ensure that services are delivered and supported according to agreed specifications and stakeholder's expectations*



# Deliver and Support

| Key Inputs   | Key Outputs  |
|--|--|
| New and changed products/services from design                | Services delivered to customers and users              |
| Contracts and agreements with external suppliers from engage | Information on the completion of user tasks for engage |
| Service components from obtain/build                         | Product and service performance information for all    |
| User support tasks from engage                               | Change requests for obtain/build and design            |



# What You Learned



**How the Service Value Chain (SVC) interconnects and supports the value stream**

**What are the inputs, outputs, and purpose of the value chain activities**

