Appendix B: Service acceptance criteria

The service acceptance criteria (SAC) comprise a set of criteria used to ensure that a service meets its expected functionality and quality and that the service provider is ready to deliver the new service once it has been deployed. Table B.1 gives examples of such criteria.

Table B.1 Examples of service acceptance criteria

Criteria	Responsibility
Have the 'go-live' date and the guarantee period been agreed with all concerned parties, together with final acceptance criteria?	Change, service level
Have the deployment project and schedule been documented, agreed and made public to all affected personnel?	Change, incident
Has the service level agreement (SLA)/requirements (SLR) been reviewed, revised and agreed with all concerned parties?	Service level
Has the service been entered/updated in the service catalogue/service portfolio within the configuration management system (CMS) and appropriate relationships established for all supporting components?	Service level, configuration
Have all customers and other stakeholders been identified and recorded in the CMS?	Service level, business relationship
Have all operational risks associated with running the new service been assessed and mitigation actions completed where appropriate?	Business continuity, availability
Have contingency and fail-over measures been successfully tested and added to the overall resilience test schedule?	Business continuity, availability
Can all SLA/SLR targets be monitored, measured, reported and reviewed, including availability and performance?	Service level, availability
Have all users been identified/approved and their appropriate accounts created for them?	Account management
Can all workload characteristics, performance and capacity targets be measured and incorporated into capacity plans?	Capacity
Have all operational processes, schedules and procedures been agreed, tested, documented and accepted (e.g. site documentation, backups, housekeeping, archiving, retention)?	Operations, business continuity
Have all batch jobs and printing requirements been agreed, tested, documented and accepted?	Operations
Have all test plans been completed successfully?	Test manager
Have all security checks and tests been completed successfully?	Security compliance
Are appropriate monitoring and measurement tools and procedures in place to monitor the new service, together with an out-of-hours support rota?	Systems management
Have all ongoing operational workloads and costs been identified and approved?	Operations, IT finance
Are all service and component operational costs understood and incorporated into financial processes and the cost model?	IT finance
Have incident and problem categories and processes been reviewed and revised for the new service, together with any known errors and deficiencies?	Incident, problem reporting

Table continues

Table B.1 *continued*

Criteria	Responsibility
Have all new suppliers been identified and their associated contracts drawn up accordingly?	Contract and supplier management
Have all support arrangements been reviewed and revised – SLAs, SLRs, operational level agreements (OLAs) – and contracts agreed, with documentation accepted by all teams (including suppliers, support teams, supplier management, development teams and application support)?	Project manager
Has appropriate technical support documentation been provided and accepted by incident, problem and all IT support teams?	Incident, problem
Have all requests for change and release records been authorized and updated?	Change
Have all service, SLA, SLR, OLA and contract details, together with all applications and infrastructure component details, been entered on the CMS?	Project management, support teams configuration
Have appropriate software licences been purchased or reallocated licences used?	Configuration
Have all new hardware components been recorded in the CMS?	Configuration
Have all new software components been lodged in the definitive media library (DML) with details recorded in the CMS?	Configuration
Have all maintenance and upgrade plans been agreed, together with release policies, frequencies and mechanisms?	Release and deployment
Have all users been trained, and has user documentation been accepted and supplied to all users?	Project manager
Are all relationships, interfaces and dependencies with all other internal and external systems and services documented, agreed and supported?	Project manager
Have appropriate business managers signed off acceptance of the new service?	Project manager