Appendix A: The service design package

A 'service design package' (SDP) should be produced during the design stage, for each new service, major change to a service or removal of a service or changes to the 'service design package' itself. This pack is then passed from service design to service transition and details all aspects of the service and its requirements through all of the subsequent stages of its lifecycle. The contents of the SDP are shown in Table A.1.

Table A.1 Contents of the service design package

	Sub-category	Description of what is in the SDP
Requirements	Business requirements	The initial agreed and documented business requirements
	Service applicability	This defines how and where the service would be used. This could reference business, customer and user requirements for internal services
	Service contacts	The business contacts, customer contacts and other stakeholders in the service
Service design	Service functional requirements	The changed functionality (utility) of the new or changed service, including its planned outcomes and deliverables, in a formally agreed statement of requirements (SoR)
	Service level requirements	The service level requirements (SLR), representing the desired warranty of the service for a new or changed service. Once specific service level targets have been agreed and validated, the revised or new service level agreement (SLA), including service and quality targets
	Service and operational management requirements	Management requirements to manage the new or changed service and its components, including all supporting services and agreements, control, operation, monitoring, measuring and reporting
	Service design and topology	The design, transition and subsequent implementation and operation of the service solution and its supporting components, including: ■ The service definition, service model, packaging and service options ■ All service components and infrastructure (including hardware, software, networks, environments, data, applications, technology, tools, documentation), including version numbers and relationships, preferably within the configuration management system (CMS) ■ All user, business, service, component, transition, support and operational documentation ■ Processes, procedures, measurements, metrics and reports ■ Supporting products, services, agreements and suppliers
Organizational readiness assessment	Organizational readiness assessment	'Organizational readiness assessment' report and plan, including: business benefit, financial assessment, technical assessment, resource assessment and organizational assessment, together with details of all new skills, competences, capabilities required of the service provider organization, its suppliers, supporting services and contracts

Table continues

Table A.1 continued

	Sub-category	Description of what is in the SDP
Service lifecycle plan	Service programme	An overall programme or plan covering all stages of the lifecycle of the service, including the timescales and phasing, for the transition, operation and subsequent improvement of the new service including: ■ Management, coordination and integration with any other projects, or new or changed activities, services or processes ■ Management of risks and issues ■ Scope, objectives and components of the service ■ Skills, competences, roles and responsibilities ■ Processes required ■ Interfaces and dependencies with other services ■ Management of teams, resources, tools, technology, budgets, facilities required ■ Management of suppliers and contracts ■ Progress reports, reviews and revision of the programme and plans ■ Communication plans and training plans ■ Timescales, deliverables, targets and quality targets for each stage

	Service transition plan	Overall transition strategy, objectives, policy, risk assessment and plans including:
		
		■ Build policy, plans and requirements, including service and component build plans, specifications, control and environments, technology, tools, processes, methods and mechanisms, including all platforms
		
		■ Testing policy, plans and requirements, including test environments, technology, tools, processes, methods and mechanisms
		
		■ Testing must include:
		
		  ● Functional testing
		
		  ● Component testing, including all suppliers, contracts and externally provided supporting products and services
		
		  ● User acceptance and usability testing
		
		  ● System compatibility and integration testing
		
		  ● Service and component performance and capacity testing
		
		  ● Resilience and continuity testing
		
		  ● Failure, alarm and event categorization, processing and testing
		
		  ● Service and component, security and integrity testing
		
		  ● Logistics, release and distribution testing
		
		  ● Management testing, including control, monitoring, measuring and reporting, together with backup, recovery and all batch scheduling and processing

	Sub-category	Description of what is in the SDP
	Service transition plan *continued*	■ Deployment policy, release policy, plans and requirements, including logistics, deployment, staging, deployment environments, cultural change, organizational change, technology, tools, processes, approach, methods and mechanisms, including all platforms, knowledge, skill and competence transfer and development, supplier and contract transition, data migration and conversion
	Service operational acceptance plan	Overall operational strategy, objectives, policy, risk assessment and plans including: ■ Interface and dependency management and planning ■ Events, reports, service issues, including all changes, releases, resolved incidents, problems and known errors, included within the service; and any errors, issues or non-conformances within the new service ■ Final service acceptance
	Service acceptance criteria	Development and use of service acceptance criteria for progression through each stage of the service lifecycle, including: ■ All environments ■ Guarantee and pilot criteria and periods