

**Information Technology**

**<Request Number and Title>**

**Service Design Package**

**<Draft/Final>**

Original Date:

Revised Date:

Table of Contents

[1.0 Overview 3](#_Toc56365140)

[1.1 Background Information 3](#_Toc56365141)

[1.2 Assumptions 3](#_Toc56365142)

[1.3 Related Documents 3](#_Toc56365143)

[2.0 Service Change Request 3](#_Toc56365144)

[2.1 Request Description and Scope 3](#_Toc56365145)

[2.2 Services and Operations Affected 3](#_Toc56365146)

[3.0 Requirements Specifications 4](#_Toc56365147)

[3.1 Service Level Requirements 4](#_Toc56365148)

[3.2 Business Requirements 4](#_Toc56365149)

[3.3 Information Security Requirements 5](#_Toc56365150)

[3.4 Compliance Requirements 5](#_Toc56365151)

[3.5 Architectural Requirements/Constraints 5](#_Toc56365152)

[3.6 Interface Requirements 6](#_Toc56365153)

[3.7 Operational Requirements 7](#_Toc56365154)

[3.8 Required Access Rights 7](#_Toc56365155)

[4.0 Business Rules & Functional Requirements 7](#_Toc56365156)

[4.1 Title for sub-section A 8](#_Toc56365157)

[4.2 Title for sub-section B 8](#_Toc56365158)

[5.0 Transition Strategy 8](#_Toc56365159)

[5.1 Infrastructure Service Changes 8](#_Toc56365160)

[5.2 Migration Requirements 9](#_Toc56365161)

[5.3 Organizational Changes 9](#_Toc56365162)

[6.0 Test Strategy 9](#_Toc56365163)

[6.1 Unit /Integration Test 9](#_Toc56365164)

[6.2 Systems Test 10](#_Toc56365165)

[6.3 User Acceptance Test 11](#_Toc56365166)

[7.0 Service Operation and Improvement 12](#_Toc56365167)

[7.1 Service Operation 12](#_Toc56365168)

[7.2 Continual Service Improvement 12](#_Toc56365169)

[8.0 Issues & Risks 12](#_Toc56365170)

[8.1 *List any outstanding issues or known risks* 12](#_Toc56365171)

[9.0 Approvals 13](#_Toc56365172)

[10.0 Revisions 14](#_Toc56365173)

[11.0 Appendices 15](#_Toc56365174)

[11.1 As needed…….. 15](#_Toc56365175)

*(Note: This is a template. Remove the guidance text and help questions from your document. Also remember to update the table of contents. )*

# Overview

## Background Information

*Describe the current state information in enough detail to be clear. If this project relates to a current function, how is this function or service performed today? Provide detailed metrics such as volumes and processing time, historical activity, anticipated trends, etc. If this is a completely new function for the agency, state that in this section. Provide clear and sufficient information about the current state to ensure that decision makers understand the impact of the proposed project. Also include any legislation or decisions that were made in regards to the project.*

## Assumptions

*Document any assumptions concerning the overall request.*

## Related Documents

*List any documentation related to the request, including locations.*

# Service Change Request

## Request Description and Scope

*Refine the information provided in the original request to describe the specific needs. This section should clearly define why this project is needed and what the requested changes are at a high level.*

*Some questions to address for this section:*

* *What is the new or enhanced service or functionality that is being requested?*
* *What is the reason for the request?*
* *What is the benefit expected if the request is fulfilled? See ECM/Business Objectives also.*
* *What changes are included in the approved scope of work?*
* *What changes are not included in the approved scope of work for this project?*

*If the project is non-discretionary (such as a mandate), specify the compliance deadline. If there are any other timing constraints, describe them here. This section should include any legislation or decisions that were made in regards to the application prior to the beginning of this project. Discuss any previous versions of the application.*

## Services and Operations Affected

*List and describe at a high level existing services and operations that will be affected by this request. Include business groups whose operations will be affected on an ongoing basis after the solution is implemented. There should always be something or someone that will be affected by the change(s).*

*Some questions to address for this section:*

*Who is using this service now?*

*Who will be using the new or enhanced service?*

*Will there be new or changed components for IT to support? (Batch and online)*

*Will there be changes to the process and procedures for IT support? (i.e. Service Desk, Desktop Support,…)*

*What business areas will be affected?*

# Requirements Specifications

*This part specifies in more detail what conditions the new service and its underlying applications and infrastructure must fulfill, providing all information which is needed for building the new service or changing an existing one.*

## Service Level Requirements

*Define the requirements for availability, performance, and business capacity for downtime of the new or existing service in operations. These requirements define how the service must function (i.e. hours of operation, response times, and throughput under various load conditions).*

Some questions to address for this section:

* *What is the impact to the organization when the service is down or unavailable for a length of time (1 hour, 1 day, 1 week, …”?*
* *Are employees idled by the outage?*
* *Are revenues lost or deferred by the outage?*
* *What types of transactions and how many will be impacted by an outage?*
* *Are there particular times of the week/month/year that are specifically important and why?*
* *For an existing service, what is the expected impact of this change to current availability, performance, capacity, and downtime?*
* *What is the expected capacity for users, data, transactions, etc.?*
* *What is the anticipated capacity growth over time?*

## Business Requirements

*A high level description of the required outcomes not detailed design rules. Refer to the ECM and/or the Strategy documents. Requirement statements are clear, concise, and complete. Each statement addresses an individual business need or outcome.*

*Some questions to address for this section:*

* *What are the outcomes defined in strategy for this request?*
* *What goals are targeted for this request?*
* *What are the “in scope” components for this request?*

*Ex: 3.2.1. The solution must provide the capability for DOR to process the form through Data Capture and to post in ITAS.*

## Information Security Requirements

*Define the information security requirements which are relevant for the service change requested.*

The security requirements should be developed in conjunction with DOR’s Security Officer. Their involvement affords early determination of classifications and level of access protection required for the service.

If the service under development processes sensitive taxpayer information, appropriate safeguards must be established to protect the information from accidental or malicious disclosure.

Some questions to address for this section:

* What are the existing access restrictions that are placed on DOR users?
* What are the audit and checking needs for the software product?
* What separation of duties, supervisory functions related to control, operating environment requirements or other functions will impact the software product?
* What measures will be used to monitor and maintain the integrity of the software product and the data from the user’s viewpoint?

## Compliance Requirements

*Compliance requirements which are relevant for the service change requested. Business and IT Security input needed.*

*Some questions to address for this section:*

* *What external regulations exist that the service needs to comply with (IRS, NC IT Auditing,…)?*
* *What DOR policies for data storage, data retention, data disposal, system safeguards,….)are relevant for this service?*
* *What DOR policies for user access apply to this service?*

## Architectural Requirements/Constraints

*Specific technology and/or vendors for the service change requested. Headings below are examples only, add to as needed.*

### Software

*The software requirements section describes the current or additional software or technology needed to implement this project.*

### Database

*Data requirements identify the data elements and logical data groupings that will be stored and processed by the service. The identification and grouping of data begins during the requirements definition phase and is expanded in the subsequent stages, as more information about the data is known.*

### Network

*The network requirements define connectivity and access requirements between user locations and between other groups and applications.*

*The following factors should be considered when defining communication requirements.*

* *Communication needs of the users*
* *DOR’s current and planned communications environment (e.g. telecommunication, LANs, WANs, and dial-up)*
* *Projected changes to the current communication architecture, such as the connection of additional local and remote sites.*
* *Limitations placed on communication by existing hardware and software including:*
* *User systems*
* *Applications that will interface with the application*
* *Organizations that will interface with the application*
* *DOR, IRM, and other industry standards that define communication requirements and limitations*
* *Future changes that may occur during the project.*

### Hardware

*The hardware section describes the existing or additional hardware (i.e., servers) needed to implement this project.*

### Technical Architecture

*The technical architecture must describe the overall design of the environment(s). It should include a high level description of the data flow (input, output, processing) from machine to machine, how it is being transmitted, and where it is being stored. Include internal and external services in the description and how it relates to the architecture.*

## Interface Requirements

*Include batch data exchanges, system to systems interfaces, as well as user GUI.*

*The hardware and software interface requirements must specify hardware and software interfaces required to support the development, operation, and maintenance of the software application.*

*The following information should be considered when defining the hardware and software interface requirements.*

* *System admin or user’s computing environment*
* *Existing or planned software that will provide data to or accept data from the application*
* *Other organizations or users having or needing access to or accept data from the product.*
* *Other organizations or users having or needing access to the product.*
* *Purpose or mission of interfacing software.*
* *Common users, data elements, reports, and sources for forms/events/outputs.*
* *Timing considerations that will influence sharing of data, direction of data exchange, and security constraints.*
* *Development constraints such as the operating system, database management system, language compiler, tools, utilities, and network protocol drivers.*
* *Standardized system architecture defined by hardware and software configurations for the affected organizations, programmatic offices, and sites, or telecommunications programs.*

## Operational Requirements

*Specific to this service change such as:*

### Technical Operations

* *Define requirements for backup and restore*
* *Describe modifications to existing system monitoring tools/reports*
* *Define new tools/reports for monitoring the service*
* *Define new or changes to SOP/DI/Procedures to support the service*
* *New or changes to Service Desk support*

### Business Operations

* *Define new or changes to existing business processes*
* *Define at a high level any new or changes to existing training materials*
* *Define new or updates to processes for department communications*

## Required Access Rights

*Specific to this service change such as:*

* *Determining which user groups will require access or changes to access to the service*
* *Define what levels of access must be provided*

# Business Rules & Functional Requirements

*This part contains the detailed business rules for the service change request. All statements must be clear, detailed, unambiguous and testable.*

Business Rules/Functional Requirements define what the service must do to support the requested functions and objectives. Identify requirements for all functions whether they are to be automated or manual. Describe the automated and manual inputs, processing, outputs, and conditions for all functions. Identify the forms, reports, and inputs/outputs that the service will process or produce to help define the functional requirements.

*Some Questions to address for this section:*

* What are the functions for the service?
* What are the changes to be done?
* What are the rules for inputs to the service?
* What are the rules for processing within the service?
* What are the rules for creating outputs from the service?
* Who/what other services initiates and receives specific information?
* What information must be available for each function to be performed?
* *Are new ITAS fields needed? (Reminder - max length 10 char)*

The organization of this section uses sub-sections in order to group related requirements together for clarity of understanding if needed. Titles for the sub-sections should be a short description of the functionality or other designation. Author can create as many sub-sections as needed.

*Each requirement must be a formal statement describing what is needed. It must be clear, descriptive, and testable.*

## Title for sub-section A

### Functional requirement statement 1

### Functional requirement statement 2

## Title for sub-section B

### Functional requirement statement 1

### Functional requirement statement 2

# Transition Strategy

*This part describes what must be done during* [*Service Transition*](http://wiki.en.it-processmaps.com/index.php/ITIL_Service_Transition) *to meet the specified requirements. It is an outline of the needs and approach to implementing the new/change service. This section should be developed in conjunction with IT area representatives.*

## Infrastructure Service Changes

*Define new or changed internal infrastructure services on which this service is based*

* *Names of the infrastructure services*
* *Service providers (responsible Service Owners)*
* *References to Operational Level Agreements (OLAs)*
* *Required changes to OLAs, if existing OLAs are not sufficient for the service to be established*

*Define externally supplied supporting services on which this service is based*

* *Names of the external services*
* *Name of the supplier*
* *Responsible Supplier Manager*
* *References to Underpinning Contracts (UCs) (MOU?Technical Specification?)*
* *Required changes to UCs, if existing UCs do not support the introduction of the new service*

## Migration Requirements

*Specific to the migration for this service such as:*

* *Data conversions needed*
* *If conversion from existing system, plans/strategy to deal with moving to the new system. (ex: stop processing payments in old system 2 days prior to new system going operational.)*
* *Anything that is known that needs to be done as part of implementing this service in operations in addition to normal migration procedures. Deployment strategy*
* *Back-out strategy in the case of a failed deployment*
* *Integration with other service transition projects*

## Organizational Changes

*Organizational changes required to implement and operate the service.*

### Personnel resources to be added

* + - *Define any personnel resources to be added for operations support*
    - *Strategy for acquiring the resources*

### Skills to be developed

* + - *Specify the required new skills needed to support operation of this service*
    - *Strategy for acquiring the skills*

### Changes to processes

* + - *List of IT processes which must be changed or created, including process owners*
    - *Detailed specification of required changes to IT processes, e.g. in the form of process designs*
    - *List of business processes which must be changed or created, including process owners*

# Test Strategy

*The Test Strategy describes the testing approach. It includes the testing scope, methods or tools of testing, resources required, and the testing environment. It is not the detailed test cases and conditions that would be executed during testing in Service Transition. Test Strategy must be developed in collaboration with the test teams.*

## Unit /Integration Test

### Scope

*What is the general scope of testing?*

### Entrance and Exit Criteria

*Define the criteria for beginning and ending this phase of testing*

### Recommended Resources, Roles, and Responsibilities

*Which groups need to provide testers?*

### Regions

*Define the system regions needed for testing.*

### Hardware

*Describe any special equipment the testers will need. Example: printer to print vouchers.*

### Software

*Describe any special software the testers will need. Example: Snag-It.*

### Access

*Define any system access needs for the testers to be able to execute testing.*

### Testing Tools

*Define any tools that will be needed for testers. Example: SILK, Excel, SST test tool.*

### Defect Reporting

*Define the procedure for reporting defects, assigning, and tracking resolutions.*

### Deliverables

*List the deliverables expected from testing in the Transition stage.*

### Training

*Describe any training needs for the testers to enable them to execute testing.*

## Systems Test

### Scope

*What is the general scope of testing?*

### Entrance and Exit Criteria

*Define the criteria for beginning and ending this phase of testing*

### Recommended Resources, Roles, and Responsibilities

*Which groups need to provide testers?*

### Regions

*Define the system regions needed for testing.*

### Hardware

*Describe any special equipment the testers will need. Example: printer to print vouchers.*

### Software

*Describe any special software the testers will need. Example: Snag-It.*

### Access

*Define any system access needs for the testers to be able to execute testing.*

### Testing Tools

*Define any tools that will be needed for testers. Example: SILK, Excel, SST test tool.*

### Defect Reporting

*Define the procedure for reporting defects, assigning, and tracking resolutions.*

### Deliverables

*List the deliverables expected from testing in the Transition stage.*

### Training

*Describe any training needs for the testers to enable them to execute testing.*

## User Acceptance Test

### Scope

*What is the general scope of testing?*

### Entrance and Exit Criteria

*Define the criteria for beginning and ending this phase of testing*

### Recommended Resources, Roles, and Responsibilities

*Which groups need to provide testers?*

### Regions

*Define the system regions needed for testing.*

### Hardware

*Describe any special equipment the testers will need. Example: printer to print vouchers.*

### Software

*Describe any special software the testers will need. Example: Snag-It.*

### Access

*Define any system access needs for the testers to be able to execute testing.*

### Testing Tools

*Define any tools that will be needed for testers. Example: SILK, Excel, SST test tool.*

### Defect Reporting

*Define the procedure for reporting defects, assigning, and tracking resolutions.*

### Deliverables

*List the deliverables expected from testing in the Transition stage.*

### Training

*Describe any training needs for the testers to enable them to execute testing.*

# Service Operation and Improvement

*This part details how the service will be operated and continually improved, including the associated responsibilities, and what is required to do so.*

## Service Operation

* *Approach to managing risks and issues*
* *Required monitoring, measuring and reporting*
* *Requirements with regards to operational functions, e.g. procedures and activities required on operational level to operate the service*
* *Required operational and end-user documentation*
* *Human resources as well as skills required to operate the service*

## Continual Service Improvement

* *Approach and mechanisms to continually improve the service*
* *Human resources as well as skills required to improve the service*

# Issues & Risks

## *List any outstanding issues or known risks*

# Approvals

**Approvals:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Date** |
|  | Business Lead(s) |  |
|  | IT Manager(s) |  |
|  | Service Design Coordinator |  |

|  |  |
| --- | --- |
| CC: Notifications sent to e-mail distribution list SDP Notifications and the SDP team. |  |

# Revisions

|  |  |  |
| --- | --- | --- |
| **Date** | **Revision Description** | **Tracking ID (ECM, ITSM, Defect ID, Etc.)** |
|  |  |  |

**Revision Approvals**

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Date** |
|  | Business Lead(s) |  |
|  | IT Manager(s) |  |
|  | Service Design Coordinator |  |

|  |  |
| --- | --- |
| CC: Notifications sent to e-mail distribution list: SDP Notifications, and SDP team. |  |

# Appendices

## As needed……..