BMC Software Consulting Services

Fermilab Computing Division

Service Catalog – Business Process Requirements Dcoument

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| Client: | Fermilab |
| Date : | 02/12/2009 |
| Version : | 1.0 |
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*Management*



Service Catalog – Phase 1

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| General | | | |
| Description | This document establishes the Service Catalog (SC) Business Requirements Process & Procedures | | |
| Purpose | This document provides the necessary steps and details for the Service Catalog Manager to determine the business requirements for a Service Catalog | | |
| Applicable to | *Service Catalog Management ISO20000 Project – Phase 1* | | |
| Supersedes | *N/A* | | |
| Document Owner | *Robert D. Kennedy*  *Service Catalog Owner* | **Owner Org** | *FNAL Computing Division* |
|  | | **Revision Date** | *11-25-2008* |

| Version History | | | |
| --- | --- | --- | --- |
| Version | Date | Author(s) | Change Summary |
| 1.0 | 2/12/2009 | David Cole – Plexent | Approved version of the Service Catalog Business Requirements. |

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| Business Process Requirements |
| Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + Noun. The preferred format for determining the process requirements for the customer is the MoSCoW ranking system.  **MoSCoW Ranking [Key = M, S, C, W]**  **M:** Must have for launch (Critical). (of Phase 1)  **S:** Should have but not critical for launch, (Critical in later phases, but not for Phase 1).  **C:** Could have.  **W:** Won’t have (at least yet).  Interpreting this Document:  Since this phase is concerned primarily with the deployment of the Service Catalog itself, that is the criteria which was used to determine the MoSCoW ranking and the Priority. Activities which have been ranked “M” and “1” are activities which are absolutely required for Phase 1 from an ISO 20000 perspective.  With an eye to Phase 2, and the deployment of Service Level Management, I considered the activities, and the ones which will be absolutely required as part of that deployment, I ranked as “S”, and “2”. The activities which can be deployed over time, but which will not be required in Phase 2, were ranked as “S” with a priority of “3”.  For the Communications process, the criteria which were applied were as follows:  Activities which, to one degree or another, will be required for the deployment of processes and procedures in Phase 1 of the project were assigned a ranking of “M” and a priority of “1”.  Activities which will be fully developed and agreed-upon in Phase two were assigned a ranking of “S” and a priority of “2”.  Activities which will be fully developed and adopted in Phase 3 and beyond, but which will still be required at some point, were assigned a ranking of “S” and a priority of “3”.  Many of the required templates will be made available for Phase 1. Before those templates can be adopted as part of Computing Division’s standard procedures, they will be presented to the various services groups within the division, modified based on input from these representatives, and then formally deployed. |

| Service Catalog Business Process Requirements |
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| **Item #** | **Business Requirement** | **Owner** | **MoSCoW Ranking** | **Priority**  **(1=Highest**  **5 = Lowest)** |
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| **SC-1.0** | **Manage Service Requests** |  |  |  |
| SC-1.1 | Perform Business Requirements Analysis | Service Owner | M | 1 |
| SC-1.2 | Perform Capacity  Planning | Capacity Manager | S | 3 |
| SC-1.3 | Perform Infrastructure  Planning | Infrastructure Team | M | 1 |
| SC-1.4 | Inform Requester | Service Catalog Owner | M | 1 |
| SC-1.5 | Establish Performance  Baseline | Capacity Manager, Performance Manager, Infrastructure Team | S | 3 |
| SC-1.6 | Develop SLA | Service Owner | S | 2 |
| SC-1.7 | Define Monitoring Requirements | Service Owner | M | 1 |
| SC-1.8 | Validate Performance Baseline | Performance Manager | S | 3 |
| SC-1.9 | Negotiate & Agree on SLA | Service Owner | S | 2 |
| SC-1.10 | Arrange for Deployment | Service Owner | M | 1 |
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| **SC-2.0** | **Manage Service Catalog** |  |  |  |
| SC-2.1 | Complete or Update Service Catalog Template | Service Catalog Owner | M | 1 |
| SC-2.2 | Analyze Service Requirements | Service Catalog Owner | M | 1 |
| SC-2.3 | Obtain Approval | Service Catalog Owner | M | 1 |
| SC-2.4 | Approve Catalog Entry or Update | Service Level Manager | M | 1 |
| SC-2.5 | Update Service  Catalog | Service Catalog Owner | M | 1 |
| SC-2.7 | Communicate Catalog Update | Service Catalog Owner | M | 1 |

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| **Item #** | **Business Requirement** | **Owner** | **MoSCoW Ranking** | **Priority**  **(1=Highest**  **5 = Lowest)** |
| **SC-3.0** | **Manage Communications** |  |  |  |
| SC-3.1 | Manage Communications Foundation & Maintenance Activities |  |  |  |
| SC-3.1.1 | Define Communications Roles | Communications Process Owner | M | 1 |
| SC-3.1.2 | Create or Update Communications Plan | Communications Process Owner | S | 2 |
| SC-3.1.3 | Obtain Communications Plan Approval | Communications Process Owner | S | 2 |
| SC-3.1.5 | Create or Update Templates | Communications Process Owner | S | 2 |
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| SC-3.2 | Execute Communications Plan |  |  |  |
| 3.2.1 | Identify Appropriate Audience | Service Manager | M | 1 |
| 3.2.2 | Determine Communications Vehicle | Service Manager | M | 1 |
| 3.2.3 | Create & Agree on Content | Service Manager | M | 1 |
| 3.2.4 | Execute Communications Plan | Service Manager | M | 1 |
| 3.2.5 | Evaluate Communications Effectiveness | Communications Process Owner | S | 3 |

**Appendix A – Related Documents**

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| **Appendix A – Related Documents** | |
| **Document Name** | **Relationship** |
| Fermilab Service Catalog & Communications: Policies, Process & Procedures | Process |
| Fermilab Service Catalog – Phase 1 – MS Word Version | Content |