

DESIGN COORDINATION

ITIL Lifecycle Poster – Service Design - Process Summary



PURPOSE

Ensure the goals and objectives of the service design stage are met by providing and maintaining a single point of coordination and control for all activities and processes within this stage of the service lifecycle.



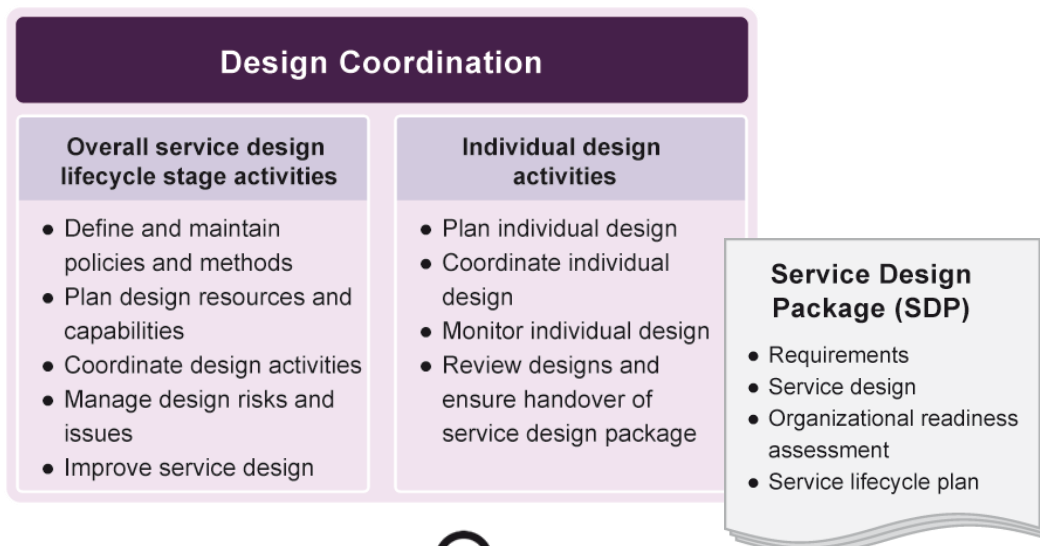
TRIGGERS

- changes in the business requirements and services,
- requests for change (RFCs)
- creation of new programmes and projects.
- revision of the overall IT strategy



INPUTS

- Service charters for new or changed service
- Change requests
- Change records and authorized changes
- Business & IT strategy, plans and financial plans
- Business impact analysis (BIA)
- service portfolio
- IT strategy and associated constraints and resource limitations
- Governance requirements
- Corporate, legal and regulatory policies and requirements, programme and project schedule
- schedule of change
- configuration management system (CMS)
- Feedback from all other processes project schedule,
- The enterprise architecture
- Management systems
- Measurement and metrics methods
- Processes



KEY TERMS

Service Design Package (SDP) defines a set of design constraints against which the service release and new or changed service will be developed and built. This package 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.

A "Service Design Package" (SDP) is produced during the design stage for each new service, major change to a service, removal of a service, or changes to the "Service Design Package" itself.



OUTPUTS

- Service designs and SDPs
- revised enterprise architecture
- revised management systems
- Revised measurement and metrics methods
- Revised processes
- Service portfolio updates,
- Updates to change records