

SERVICE VALIDATION AND TESTING



PURPOSE

To ensure that a new or changed IT service matches its design specification and will meet the needs of the business.

Service validation and testing provides confidence that the release will deliver the expected outcomes and value for customers, within the projected costs, capacity and constraints. The service is tested explicitly against the utilities and warranties set out in the service design package to ensure that it will be both fit for purpose and fit for use.



INPUTS

- **Service design package (SDP)** - This defines the agreed requirements of the service, expressed in terms of the service model and service operation plan. It includes:
 - Service charter, which defines the requirements from the business/customer for the service, including a description of the expected utility and warranty from the perspective of outcomes, assets and patterns of business activity of customers (PBA)
 - Service provider interface definitions, which define the interfaces to be tested at the boundaries of the service being delivered, e.g. process interfaces, organizational interfaces
 - Operation models (including support resources, escalation procedures and critical situation handling procedures)
 - Capacity/resource model and plans – combined with performance and availability aspects
 - Financial/economic/cost models (with TCO, TCU)
 - Service management model
 - Test conditions and expected results
 - Design and interface specifications
 - Release and deployment plans, which define all stages of the build, test and deployment of a release
 - Acceptance criteria – these exist at all levels at which testing and acceptance are foreseen
- RFCs



TRIGGERS

- scheduled activity on a release plan, test plan or quality assurance plan



KEY TERMS

V-model (see Figure 4.14, ITIL Service Transition book) - Using the V-model ensures that testing covers business and service requirements, as well as technical ones, so that the delivered service will meet customer expectations for utility and warranty. The level of test is derived from the way a system is designed and built up. This is known as a V-model, which maps the types of test to each stage of development. The V-model provides one example of how the service transition levels of testing can be matched to corresponding stages of service requirements and design.

Service Validation and Testing

- Validation and test management
- Plan and design tests
- Verify test plans and test design
- Prepare test environment
- Perform tests
- Evaluate exit criteria and report
- Test clean up and closure

- Test strategy
- Test standards
- Test models



OUTPUTS

- **Report delivered to change evaluation**
- Configuration baseline of the testing environment,
- Testing carried out (including options chosen and constraints encountered)
- Results from tests,
- Analysis of the results, e.g. comparison of actual results with expected results
- Risks identified during testing activities