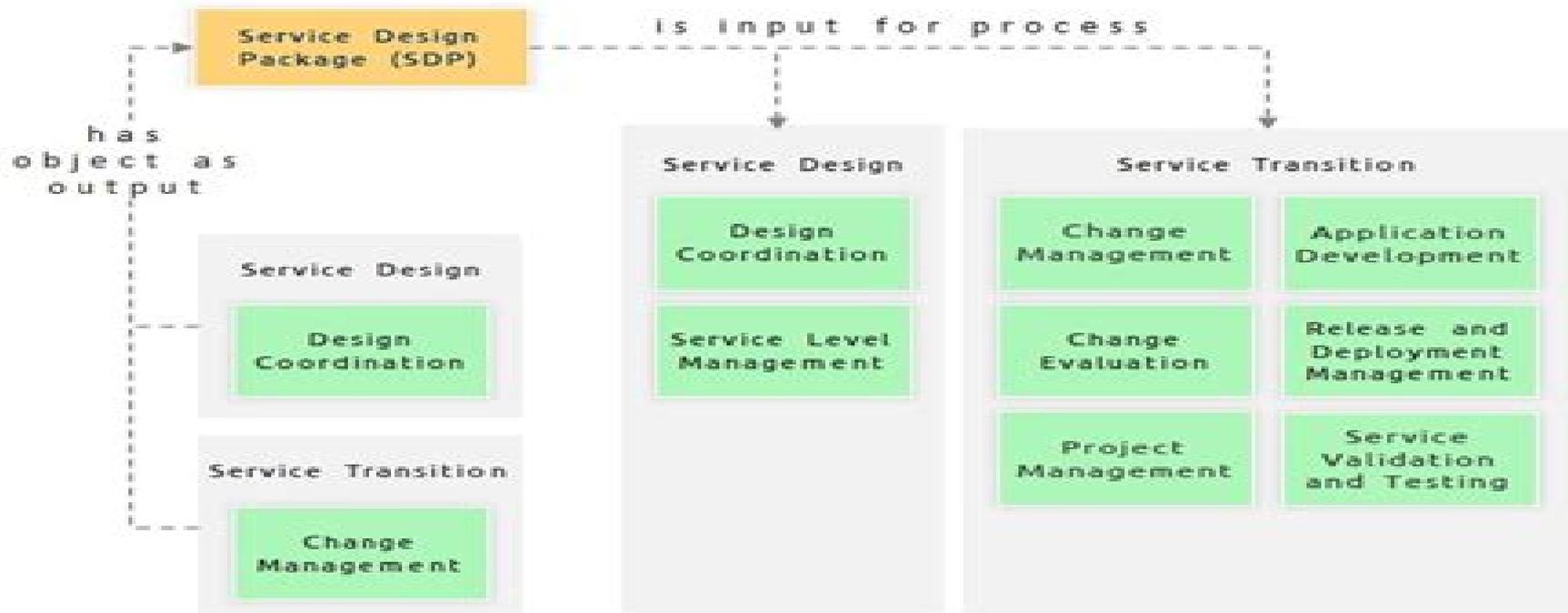


Template: Service Design Package (SDP)



- The **Service Design Package (SDP)** builds upon the **Service Level Requirements**.
- It further specifies the requirements from the viewpoint of the client and defines how these are actually fulfilled from a technical and organizational point of view..
- It is assumed that a bundle of supporting services is combined in order to deliver a business service for the client.



Itil Service Design Package Example

Helen Morris, Liz Gallacher



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Service design Great Britain. Office of Government Commerce,2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing **A Study Guide to Service Catalogue from the Principles of ITIL V3** Hank Marquis,APMG-International,2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process *The Official Introduction to the ITIL Service Lifecycle* OGC - Office of Government Commerce,2007-05-30 ITIL was created by the UK government in the 1980s as an efficiency improving initiative This text gives an essential guide to the overall structure of ITIL and an outline of its principles **The IT Service Part 1 - The Essentials** Pierre Bernard,1970-01-01 Make it Simple and Keep it Simple Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations Among many these include Regulatory compliance data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisations Economic pressures require IT organisations to more closely align with business imperatives The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation strong reliable effective and efficient Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for interoperability The IT Service in 2 parts looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry It then shows how all the key elements can easily crystallise together with great templates and check lists In Part 1 this book the reader is presented with the simple objectives that the IT organisation really must address The author uses his extensive expertise to present to the reader they key themes and processes that apply In order to keep it simple the author strips down what appears to be complex standards into their basic components and demonstrates to the reader that these components are

actually common sense The author s independence means that the reader doesn t get one view of one or two approaches every aspect of the IT service is considered and presented to create a unique holistic view of the basic building blocks of a rock solid IT department Topics included are Designing The ServiceManagement Of RisksTransitioning The ServiceManaging The Service Day To DayImprovement EffortsUpcoming TrendsN B In Part 2 another book the reader gains expert advice on how the components of IT Service are crystallised in a real environment

Metrics for Service Management: Jan Schilt,Jan van Bon,Peter Brooks,2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

IT Outsourcing Part 2: Managing the Sourcing Contract Jane Chittenden,2020-06-11 IT Outsourcing Part 2 Managing the Sourcing Contract covers all the processes for managing the contract from the transition phase through to normal operational service and contract termination Developed for IT practitioners as well as commercial and contract managers this expert guide provides practical and concise advice on best practices in a good contract development as the foundation for contract management especially service quality performance measurement and communications b an appropriate governance framework c selecting the right individuals with appropriate authority in key roles d the appropriate use of external expert advice e continuity of people involved in the contract right from the early stages of the RFP through transition to everyday operational service f effective relationship management with mutual respect and good communications g a collaborative customer driven business attitude based on mutual trust and understanding and flexibility in day to day administration of the contract with willingness for a win win approach when problems arise This title complements IT Outsourcing Part 1 Contracting the Partner and together these two guides provide readers with a comprehensive best practice approach to this important business discipline

The Business Analyst's Handbook Howard Podeswa,2009 One of the objectives of this book is to incorporate best practices and standards in to the BA role While a number of standards and guidelines such as Business Process Modeling Notation BPMN have been incorporated particular emphasis has been placed on the Business Analysis Body of Knowledge BABOK the Information Technology Infrastructure Library ITIL and the Unified Modeling Language UML

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Service Design Package Second Edition Gerardus Blokdyk, **ITIL® Service Design** ,2011-01-01 **Service Design Based on ITIL V3** Jan Van Bon,Arjen de Jong,Axel Kolthof,Mike Pieper,Ruby Tjassing,Annelies Van Der Veen,2008 The Management Guides are a concise summary of the Foundations of IT Service Management based on ITIL V3 A quick portable reference tool to the standards used within the Service Management community Not only includes the Lifecycle Approach but in addition covers the processes in a separate section as well What are the key service management processes What is the lifecycle approach a wonderful compliment to the Best Practice Series As an ITIL Training Organization our consultants were required to reach each of the ITIL V3 books There was lots of complaining about how the books took too long to say very little The Management Guides are a good alternative for those who want a quick reference They are in depth enough to cover the subject without becoming overly verbose Ramon Smitherman Vice President Sales and Operations Dream Catchers Inc **Service design** OGC - Office of Government Commerce,2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing **ITIL - Service Design** 30 Bird Media,2015-07-01 ITIL Service Design SD one of the qualifications within the ITIL Service Lifecycle work stream focuses on the design of IT services and covers the architectures processes policies and documentation that will enable you to design services that meet the needs of the organization or program

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