Service Design Across the SCLC: what information to include in each SCLC stage and what level of detail is required

High level Project Example – Wireless Upgrade: Capacity and Service Request Management
- **Project Driver:** Improving student experience by providing better wireless connectivity – more students connected in more places
- **Project Deliverables:** Upgrade wireless backend infrastructure and deploy more wireless access points
- **Project Outcomes:** Increased adoption of wireless

**Service Charter**
- Requirements and High Level Design

**Service Design**
- Detailed Design

**Service Transition**
- Build/Test/Deploy/Early Life Support

**Service Operation**
- Maintain, Support, Operate, and continually improve the Service

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**Business Representative**

“We need to provide teaching spaces where large numbers of students can connect wirelessly to access lecture materials.”

“We’ll need a technical solution where the wireless system is scalable to meet this capacity (number of connected WAPs and bandwidth)"

**Tech Lead**

We’ll need a technical solution where the wireless system is scalable to meet this capacity (number of connected WAPs and bandwidth)

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**Solution Architecture Design (SAD):**
- Architecture of solution must support required capacity and performance.
- Solution must have monitoring tool
- Bulk upload capability is required to register WAPs with the system

**Detailed Solution & Technical Operating Design:**
- Design backend infrastructure
- Select and design bandwidth monitoring tool
- Design Bulk upload capability
- Design tools for required service performance monitoring and reporting
- New/changed technical operating tasks documented with roles and responsibilities
- Technical training and operational procedures identified

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**Detailed Service Design (DSD):**
- Capture details of service levels
- Describe service level reports that need to be developed for Relationship Manager (RM)
- Describe internal reports needed for ITS capacity management processes
- Describe the agreed cost and charging model that needs to be set up in ClearCost
- Describe required updates to Service Catalogue entries
- Explain how service requests will be handled via Request fulfilment process
- Finalise additional resourcing for operations
- Draft Support model roles and responsibilities
- Capture details of services provided by external supplier and targets in underpinning contract

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**Service Model Guide:**
- Info and reference to Capacity Plan
- Finalised service performance reporting
- Finalised view of Service Cost model
- Published Catalogue entry
- Implemented Request fulfilment process
- Recruited additional resources
- Finalised support model roles and responsibilities including suppliers
- Signed Underpinning contract with the supplier

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**Service Design Overview (SDO):**
- Monitoring tools and processes will be required to measure number of wireless connections and bandwidth consumption
- Describe a cost model will be required to charge customers for installations.
- The service catalogue will need to be updated with new high density service offering
- We’ve identified that extra operational resources will be required to deploy WAPs
- An agreement with supplier required for provision of WAPs will be required.

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**Detailed Design:**
- ITS: ok, based on our capabilities and a cost benefit analysis we can support up to 500 wireless devices in each lecture theatre. And – we will require 25 days to fit out a new lecture theatre with this level of wireless connectivity (Service Level Target)
- Customer: It’s a deal (Service Level Agreement)

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**Project:** Hi Ops, we’ve dealt with your (and the customers) needs and we’re ready to handover to you now. Early life support exit criteria have been met and here is a guide to the Service...

Ops: thanks Project, great job

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Monitoring shows: Capacity increasing over time

**Service Delivery Manager identifies:** Bandwidth demand increases as a result of content now including high definition video.

Outcome: wireless experience deteriorates and fewer students are using wireless

Action: install more WAPs per theatre. SDM discusses how service requests will be handled via Request fulfilment process

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Reporting shows: service request targets are not being met

On investigation number of requests has increased from 2 to 3 theatres per month but the agreement with supplier is to provide 50 WAPs to support 2 fit outs per month.

Outcome: students in some lecture theatres have no wireless!

Action: RM discusses reason for unexpected increase in demand (as per SLA) and cost implications (e.g. agreement with supplier needs to be renegotiated to increase supply and extra operational resources required to support more fit outs)

Alternate option discussed: Create new service offering at cheaper price to deploy new theatre in 50 days