

- Objectives:**  
To accomplish a process driven IT
- Service Catalogue services
  - Efficient service processes
  - Identify Risks
  - Design Infrastructures
  - Design Security requirements
  - Design Identity Access requirements
  - Design IoT requirements
  - Design AI
  - Design measurements
  - Produce and maintain IT plans
  - Assist in the development of policies and standards
  - Develop skills and capability
  - Contribute to the improvement of the overall quality of IT services

- Basics**
- Enable Project estimates
  - Make Design Methods simple and clear
  - Ensure the service is maintainable
  - Value for the business
  - Optimizing Design Performance

- Service Design takes a holistic approach**
- Scalability of the Service
  - The business processes supported
  - Agreed functionality
  - SLR, OLA, UC or SLA
  - The technology
  - The performance measurements
  - Security
  - Positioning Services
  - High/low volume
  - High/low variety of service instances
  - High/low User layout needs
  - High/low variety of the delivered service instance

- Define the design constraints**
- Financial
  - Technological
  - Value & ethics
  - Social
  - Resource
  - Schedule
  - Copyright and patent
  - Capability
  - Laws and government
  - IoT
  - Cloud
  - AI

- Design Activities**
- The service Lifecycle
  - Requirements
  - Defined
  - Analysed
  - Approved
  - Designed
  - Developed
  - Built
  - Tested
  - Released
  - Operational
  - Retired
- Technology architectures
  - Service Architecture
  - Application Architecture
  - Data/Information Architecture
  - IT Infrastructure Architecture
  - Environmental Architecture
  - Security Architecture
  - IoT
  - AI

- Business processes and solutions designed using a BPM tool**
- Develop the process using BPMN
  - Define SOA services
  - Define AI requirements
  - Define IoT requirements
  - Understand interfaces and dependency between services
  - Use standards for the development and definition of services
  - Use common technology and tool-sets

- Service Design Models of service and Portal**
- Insourcing
  - Outsourcing
  - Business Process Outsourcing (BPO)
  - SaaS Outsourcing
  - Cloud sourcing
  - Classification of information on services

- Roles within Service Design**
- Service Catalogue Manager
  - Service Level Manager
  - Service Design Manager
  - Applications Analyst
  - Technical Analyst
  - Business Analyst
  - Risk Manager
  - Capacity Manager
  - Availability Manager
  - IT Service Continuity Manager
  - Information Security Manager
  - Compliance Manager
  - Enterprise Architect
  - Supplier Manager

- Information on business requirements and drivers to provide the most appropriate catalogue of services.**
- Information from existing services
  - Functionality
  - Changes in business processes
  - Changes in Volume, service levels and targets
- Information on the new services
  - Functionality
  - Management information
  - Business processes supported
  - Appointment of project Manager
  - Identification of Stakeholders
  - Requirements analysis
  - Budget and costs
  - Sign off processes
  - Development of a customer engagement plan
  - Social presence
  - Influencers

