

ITIL® Poster Series #24

The 5 Aspects of Service Design

Introduction

An important part of the service lifecycle stage of service design, are the five aspects of service design. These are key to successful design, and in this poster we provide a brief overview and reminder of each.

Designing solutions for new or changed services

This is where the design for the solution to support the requirements is developed and captured in the service design package.

It includes:

- Structured approach
- Meet the required cost, utility and warranty
- In line with IT and corporate strategy
- Appropriate governance controls
- Assess organisational readiness



Management systems and tools

This is the step where consideration is given to the way that the solution is managed in the operational environment. Without this, even the best designs will not be effective in service operation.

It includes:

- Use of the service portfolio
- Use of service management tools
- Use of support tools that enable processes

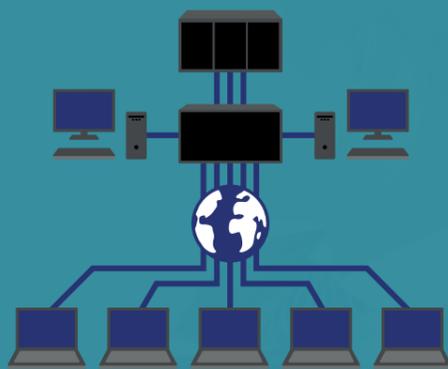


Technology and management architectures

In this aspect of design, it is important to understand the environment in which the design will function.

This includes:

- The technology used to deliver the service
- The technology used to support the service
- The management environment and hierarch for delivery and support



Measurement methods and metrics

Although it is often assumed that measurement will only belong in the operation and improvement stages of the lifecycle, it is necessary to design the capability for measurement into the solution.

There are key factors that should be included:

- Knowing what is happening and the identification of excellence
- Measures for effectiveness and efficiency
- Alignment to current capabilities
- Critical success factors and key performance indicators



Processes

Designs should consider the impact to existing processes, or if there is a requirement for new processes, or enhancements, to deliver the new service.

