Process for Achieving ITSM Goals for Project Transition to Operation Phase - DRAFT

The project deliverable is either new or it changes something that already exists so that will cause an effect on the ITS Service Portfolio. The Service Design process will be followed for each project deliverable to help ensure smooth transition. The ITSM - Service or Service Offering Definition Template or the ITSM - Configuration Item Record Template are used to record key information, and the RACI Matrix for Service Management Activities is referenced to ensure accountability and responsibility. Answering the six questions below will help collect important information and identify the necessary activities.

Questions to ask

1. **What service is best associated with the project deliverable?**
    The Service is identified by the Primary Service associated with the project.
    a. If the service doesn't exist, then it will be created following the ITSM Service Design process.
        i. Work with the Service Portfolio Manager to identify a service owner and key information relating to the new service using the ITSM - Service or Service Offering Definition Template
    b. If the service is changed (modified or retired) then it will be changed following the ITSM Service Design process. Working with the appropriate stakeholders, the internal service documentation for the Service (ITS Internal Wiki) will be updated with answers from the questions asked below.

2. **Are there any ongoing costs associated with the deliverable?**

3. **Can users ask for the deliverable?**
    a. If yes, it's either a Service or Service Offering.
        i. Establish an SLA, if possible
        ii. Identify a customer, if possible.
        iii. Work with the Service Owner to record key information for the Service in the internal service documentation for the Service (ITS Internal Wiki)
    b. If not, then it's a Solution or a Configuration Item. Work with the Service Owner to record key information relating to the CI using the ITSM - Configuration Item Record Template.

4. **How will the deliverable be supported?**
    a. What is the membership of the service team supporting the Service, Service Offering, or Configuration Item?
    b. What are the activities associated with supporting this deliverable?
    c. Are there any partners and suppliers?
    d. Are there any supporting services that this relies on, and if so has an OLA been established?

5. **How will the deliverable be put into the production environment?**
    a. When put into production, the process should match the established ITS Change Control Model.

6. **When is the post service modification review scheduled?**
    a. The post service modification review will help identify any gaps with service management.