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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
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# Introduction

The Design Coordination process oversees coordinating the design activities of other Service Design processes.

# Objective

All service design efforts, processes, and personnel are coordinated through Design Coordination. This ITIL process ensures that new or altered IT services, service management information systems, architectures, technology, procedures, information, and metrics are designed consistently and effectively.

# Responsibilities

## Service Design Manager

* The Service Design Manager oversees creating high-quality, secure, and durable designs for new or updated services.
* This covers the creation and upkeep of all design documentation.
* Producing and maintaining all design documentation, including designs, plans, architectures, and policies
* Creating the services' functional features as well as the infrastructure, environment applications, and data management

## Responsibility Matrix

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ITIL Role/ Sub Process** | **Service Design Manager** | **Project Manager** | **IT Operations Manager** | **Financial Manager** | **Other roles involved** |
| Design coordination Support | AR |  |  |  |  |
| Service Design Planning | AR | **R** |  |  |  |
| Service Design and Monitoring | **A** |  | **R** | **R** |  |
| Technical and organizational service design | **A** |  |  |  | **R** |
| Service Design review and RFC | AR |  |  |  |  |
| **Legends** | |
| Responsible | **R** |
| Accountable | **A** |
| Consulted | **C** |
| Informed | **I** |

# Service Design Package

|  |  |  |
| --- | --- | --- |
| **Category** | **Sub-category** | **Description of topics in SDP** |
| Requirements | Business Requirements | Initial business requirements that have been agreed upon and documented |
| Requirements | Service applicability | This specifies how and where the service will be utilised. For internal services, this could refer to business, customer, and user requirements. |
| Requirements | Service contacts | The service's business contacts, consumer contacts, and stakeholder contacts |
|  |  |  |

# Design coordination Process

## Design coordination support

The goal of the process is to coordinate and build service design resources and capabilities, as well as to ensure that all service transition initiatives use a consistent approach to designing new or updated services. This procedure is both accountable and liable to the service design manager.

## Service Design Planning

The goal of this process is to carefully organize design activities, ensuring that all important factors are considered throughout service design. Planning is frequently the most crucial aspect of any procedure. Many things can go wrong without good planning, and there will be no contingency plan in place to deal with difficulties that were not foreseen. This procedure is accountable and partially answerable to the service design manager. This procedure is also the responsibility of the project owner.

## Service design coordinating and monitoring

The goal of the process is to coordinate the design efforts carried out by multiple service design processes and to decide whether the new or revised service can be offered at a reasonable cost. This process is also in charge of determining whether the clients' criteria can be met or if they need to be renegotiated. This process is overseen by the service design manager, who is assisted by the IT operations manager and the financial manager.

## Technical and organization service design

The goal of the procedure is to figure out how a new service will be delivered from an IT standpoint. This includes identifying any new technical infrastructure as well as any necessary organizational adjustments. All important information for Service Transition is contained in the resulting service design bundle. This procedure is overseen by the service design manager.

## Service Design review and request for change submission

The goal of this process is to submit the service design package for final approval and to start the service implementation by submitting a formal Request for Change. In the ITIL lifecycle, this is where the ITIL service design stage meets the ITIL service transition stage. This procedure is overseen and managed by the service design manager.

# Individual Design plan

Each organization has different requirements for their IT services, so it's important to tailor the design to meet those specific needs. Once you've identified the specific needs of the organization, you can start to formulate a plan that will address those needs.

Once you have a plan in place, you need to communicate it to all relevant parties. This includes anyone who will be involved in the implementation of the plan, such as managers, developers, and testers. It's also important to communicate the plan to customers and other stakeholders. This ensures that everyone is on the same page and knows what to expect from the implementation of the plan. After you've communicated the plan, you need to implement it. This involves putting all the pieces together and making sure that they work correctly. You'll also need to test the plan to ensure that it meets the specific needs of the organization. Once everything is in place, you can start using ITIL to improve your IT service management.

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Communicated to** | **Implementation** |
| Website changes | Developers | Initial business requirements that have been agreed upon and documented |
| Website changes | Software engineers | This specifies how and where the service will be utilised. For internal services, this could refer to business, customer, and user requirements. |
| Website changes | System architect | The service's business contacts, consumer contacts, and stakeholder contacts |
|  |  |  |

# Design capabilities

|  |  |  |  |
| --- | --- | --- | --- |
| **Design Model** | **Resources required** | **Budget** | **Capabilities** |
| CAD-CAM software | Developers | $2000 | Design engineering equipment |
| Teamcenter | Software engineers | $5000 | Used by aerospace to design engines for aircraft and spaceships |
|  |  |  |  |