



DISC Manual

Service Development Lifecycle Procedure

For Internal Data Center Personnel

SHORT REFERENCE

BDR-0025-001

(Revision 01)

UNITED STATES DEPARTMENT OF AGRICULTURE
OFFICE OF THE CHIEF INFORMATION OFFICER
DIGITAL INFRASTRUCTURE SERVICES CENTER
KANSAS CITY, MO 64114

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DIGITAL INFRASTRUCTURE SERVICES CENTER MANUAL

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DIGITAL INFRASTRUCTURE SERVICES CENTER MANUAL

1. PURPOSE

- a. This manual establishes the requirements for developing, enhancing, or replacing a Digital Infrastructure Services Center (DISC) product or service offering. The DISC Service Development Lifecycle (SDLC) allows United States Department of Agriculture (USDA) Enterprise Data Center (EDC) stakeholders a defined process by which service development opportunities can be appropriately evaluated and implemented using the ITILv3 IT Service Management framework.
- b. The fundamental processes and stakeholders are outlined in the Service Development Lifecycle Process Flow outlined in Appendix B.
- c. The DISC service offerings require a recurring evaluation to maintain Enterprise Data Center (EDC) products and services which are aligned with industry best practices and meet the technical and fiscal requirements of the United States Department of Agriculture (USDA).
- d. Repeatable procedures are required to initiate developments, enhancements, or replacements of services offered by the DISC.
- e. Transparency of organizational efforts related to service development lifecycle is required to be communicated across the DISC organization to support strategic decision making efforts.

2. SOURCES OF AUTHORITY AND REFERENCES

Sources of Authority for managing the DISC Service Lifecycle Development Manual and function are authorized by law and regulations, as follows:

- a. Service Development Lifecycle is based on the framework of ITILv3 Foundations with modifications being made to relate the ITILv3 Foundations framework to DISC operations.
- b. NIST (National Institute of Standards and Technology) cloud computing compliance. NIST Special Publication 800-145, "The NIST Definition of Cloud Computing."
- c. NIST Special Publication 800-146, "Cloud Computing Synopsis and Recommendations."
- d. Federal Enterprise Architecture (FEA) Framework and Reference model, <http://www.whitehouse.gov/omb/e-gov/FEA>

3. SPECIAL INSTRUCTIONS/CANCELLATIONS

None at this time.

4. POLICY

- a. Every product/service contained in the DISC service portfolio shall go through the Service Development Lifecycle Process (SDLP) and will refer to a unique Service Development Package (SDP).
- b. Every request to develop, transform, change a product/service in the DISC Service Portfolio shall be initiated through the Service Delivery Portal located at <http://spb.DISC.usda.gov>.
- c. A SDP requires Executive Steering Committee (ESC) approval for execution.
- d. Records management procedures will be implemented to ensure data retention and backup of SDLC records within the Service Delivery Portal.

5. SCOPE

- a. This service development lifecycle procedure supports the strategic direction for USDA EDC solutions impacting DISC business and operational organizations to include all levels of management within the DISC organization.
- b. This procedure will serve as the basis for service development lifecycle processes until which point an amendment is made to this procedure.
- c. Any amendments made to procedures (or references) of which this service development lifecycle procedure is dependent will be directly inherited by this procedure.

6. RESPONSIBILITIES

- a. DISC Associate Chief Information Officer (ACIO)
Approves changes to the SDLC process detailed in this procedure.
- b. DISC Chief Service Portfolio Group (SPG)
 - (1) Manages the Service Development Lifecycle Process detailed in this procedure
 - (2) Modifies and prepares changes to the SDLC process for approval

- (3) Approves exceptions for SDLC efforts which extend beyond the scope of this procedure
 - (4) Acknowledges both internal and external Service Development Requests
 - (5) Assigns Product Managers to Service Concepts
 - (6) Periodically reviews the DISC Service Development Lifecycle procedure to determine applicability.
- c. DISC Branch Chiefs (NBC)
- (1) Reviews and acknowledges service requests for SDLC efforts prepared by their staff for their branch's functional need, level of effort, and feasibility.
 - (2) Provide staffing resources (based on availability), to serve as Service Design Team or Service Change Team members upon an approved Service Concept or approved Service Change Concept.
- d. Service Requestor (SR)
- Submits a Service Development Request (SDR) for consideration and provides input for fact finding and feasibility analysis.
- e. DISC Product Manager (NPM)
- (1) Conducts high-level fact finding and feasibility analysis and presents to the ESC for Service Concept Approval.
 - (2) Serve as "service coordinators" to ensure consistency and thoroughness of all service designs to meet desired business outcomes and requirements.
 - (3) Responsible for assembling and coordinating the Service Design Team.
 - (4) Ensures that the Service Development Package (SDP) is complete for approval by the Technical Review Board (TRB) and ESC.
 - (5) Evaluates Service Change Concepts (SCC) to ensure they remain within the parameters of a Service Change and ensures that the SDP is maintained.
- f. DISC Executive Steering Committee (ESC)
- (1) Approves Service Concepts for Service Design entry.
 - (2) Approves the Service Design Plan.

(3) Approves the Service Development Package.

(4) Approves a Service Change Plan (SCP) to be implemented.

g. DISC Service Design Team (SDT)

Responsible for preparing the Service Development Package for approval by the TRB and ESC.

h. DISC Technical Review Board (TRB)

(1) Addresses technical feasibility of proposed DISC product and service offering developments.

(2) Recommends for or against the Service Design Plan for service design implementation.

(3) Recommends for or against the Service Development Package for DISC Service Portfolio population.

(4) Recommends for or against Service Change Concept for entry into Service Design Change.

(5) Recommends for or against the Service Change Plan (SCP)

i. DISC Technical Review Board (TRB) Chairman

(1) Presents Service Change Concepts to the TRB for approval.

(2) Serves as the technical coordinator of the Service Design Concept ensuring that the process is followed and necessary steps are taken to update the SDP

j. DISC Service Change Team (SCT)

(1) Prepares and implements the Service Design Concept to result in an adopted implantation of a Service Design Change and assures SDP is properly documented.

7. PROCEDURES

The following procedures describe the work performed for the DISC Service Development Lifecycle (SDLC) process:

a. Service Development Lifecycle Path (SDLP)

The SDLP determines the path and related processes and procedures by which a DISC

product or service is produced, enhanced, or replaced is facilitated by submitting a “Service Development Request (SDR)”. The Service Development Lifecycle Path classifies a request to produce, enhance, or replace a service as either a “New Service” a “Service Transformation” or a “Service Change.”

(1) Service Development Request

(a) SDR Submission Authority

1. DISC internal – any DISC staff can submit an SDR. DISC branch chief approval is solicited to provide a means for informing supervisors of staff requests and provide the ability to focus their efforts.
2. External Customers – any USDA or Non-USDA customers can submit an SDR. The DISC Service Portfolio Management Branch Chief is solicited for acknowledgement of external SDRs.

(b) SDR Submission Facilitation – SDRs are generated at spb.DISC.usda.gov by clicking on the header “Service Development Request.”

(2) Service Development Lifecycle Paths – each SDR will be assigned a “Service Lifecycle Development Path” Each classification determines the procedures and deliverables needed to go through the Service Development Lifecycle Process.

(a) New Service – a product or service that does not currently exist in the DISC Service Portfolio.

(b) Service Transformation – a request to enhance or replace a DISC Service Portfolio offering for which a change will either: 1) impact the product/service rate to the customer or 2) modify the service functionality delivered to the customer, or both; examples may include hardware/software changes, value added functionality, disruptive technology, etc.

(c) Service Change – a request to change a DISC Service Portfolio offering that will not impact the service rate or change the functionality of the service delivered to the customer. Examples may include vendor changes, internal process changes, etc.

(3) Assigning a SDR to a Service Development Lifecycle Path (*refer to Appendix B*)

All Service Development Lifecycle Paths (New Service, Service Transformation, and Service Change) enters the “Service Concept” process flow of the SDLC.

(4) Records Management – all SDRs are logged within the Service Development Lifecycle Portal at spb.DISC.usda.gov for retention and reference.

b. Service Concept (SC)

The Service Concept is the entry point of the Service Development Lifecycle process. This process presents a high level evaluation of the technical, operational, and fiscal feasibility to implement the service concept. The “Service Concept” leverages the information provided in the SDR to help facilitate the high-level analysis required for Service Concept approval. Service Concept approval is issued by the Executive Steering Committee (ESC) and allows a Service Concept to enter into Service Design.

(1) Stakeholders.

- (a) Service Requestor – Submits an SDR for consideration & provides input for fact finding and feasibility analysis.
- (b) Branch Chief – required to acknowledge staff SDRs.
- (c) Service Portfolio Management Branch Chief – required to acknowledge external SDRs & assigns Product Managers to approved SDRs.
- (d) Product Managers – assigned by Service Portfolio Group (SPG) Chief to conduct high-level fact finding and feasibility analysis and present findings to the Executive Steering Committee for Service Concept Approval.
- (e) Executive Steering Committee (ESC) – approves Service Concepts for Service Design entry.

(2) Milestones – milestones mark points throughout the Service Development Lifecycle Path where approval is required and logged for reference.

- (a) Service Development Request (SDR) Approval – required to start the service concept and assign a Product Manager from Service Portfolio Management Branch (SPG) to conduct a high-level feasibility analysis. Results of each milestone are logged in the Service Development Lifecycle Portal for data retention and reference.
 - 1. Internal – Branch Chief acknowledgement required if submitted by the staff under this level for transparency purposes.
 - 2. External – Service Portfolio Group Chief acknowledgement required to eliminate duplicate efforts.
- (b) Service Concept Approval – required to enter “Service Design.” A high-level fact finding and feasibility analysis is prepared and presented by a SPB Product Manager for approval by the ESC.

- (3) Resource Requirements – a high-level fact finding and feasibility analysis will be prepared based on data provided by the “Service Requester” in the SDR, and additional details will be obtained upon the assignment of a Product Manager. It is anticipated that materials to complete the analysis for presentation to ESC to approve a Service Concept should take approximately 1-2 hours if both the Service Requester and Product Manager are engaged.
- (4) Documentation – the data provided for Service Concept approval is summarized in the first three pages of the Service Development Package (SDP). The SDP provides a uniform template for presentation and can be organically revised as the SDR moves through the Service Lifecycle Development Path.

c. Service Design (SD)

The Service Design phase of the Service Development Lifecycle serves as a blueprint for delivering an approved service concept to reflect the strategic direction of the DISC. The Service Design stage incorporates all business and operational aspects of the organization to provide a successful service offering. Throughout Service Design the SDP will be prepared to include all of the documentation for each of the service elements which are broken up into two sub-processes and eight service design package focus areas.

- (1) Service Design –Plan Phase (SDPP) – the first phase of service design is a paperwork exercise used to assess resource commitments, competitive market analysis and technical feasibility of an approved Service Concept. The Service Design Plan Phase (SDPP) consists of 4 unique elements; Market Impact Analysis (MIA), Organizational Impact Analysis (OIA), Technical Design Plan (TDP), and Financial Impact Analysis (FIA). These elements make up a summary overview of business and operational impacts as well as technical design implications used to serve as a decision point support tool for Service Design approval.

In Service Design, appropriate DISC resources are utilized to form a “Service Design Team” which will be committed (with supervisor approval) to develop a DISC service offering based on the findings of the Service Concept.

The following below outline in detail the four elements of the Service Design Plan Phase (SDPP):

- (a) Market Impact Analysis (MIA) – the Market Impact Analysis requires an external analysis of the approved Service Concept. This analysis includes an industry evaluation of service levels, pricing benchmarks, core competencies, and barriers to entry. These provide insight into the competitive landscape of a proposed offering and the demand in the marketplace.
- (b) Organizational Impact Analysis (OIA) – the Organizational Impact Analysis requires an internal evaluation of resources and processes that would be impacted by an approved service concept. The OIA provides an evaluation of time and

resource commitments to offer the product, as well as the strategic fit within the DISC Service Portfolio.

- (c) Technical Design Plan (TDP) – the Technical Design Plan is the architectural execution plan for implementing the approved service concept. If existing resources exist a “technical proof of concept” may be conducted to prove the feasibility of the technical plan. A design document is produced for review in the Service Development Package by both the TRB and ESC.
 - (d) Financial Impact Analysis (FIA) – the Financial Impact analysis is a financial modeling exercise that quantifies elements of both the MIA and the OIA for a financial view of the analysis. The FIA provides a summary of anticipated financial commitment for implementation to be approved in the Service Design Plan. The FIA will provide analysis for alternative options for implementation of the service design as well as scenario analysis to consider variables such as demand or resource costs when considering implementing an approved Service Concept.
- (2) Service Design Implementation Phase (SDIP) – Implementation is the second phase of service design that depends upon an approved Service Design Plan. The purpose of the Service Design Implementation Phase is to provide a working offering, to measure and sustain service levels and to document all direct and support operations while providing a market ready service offering as defined in the complete Service Design Plan. The output of the SDIP is a completed Service Development Package (SDP). The Service Design Implementation Phase (SDIP) consists of 4 unique elements; Technical Implementation Plan (TIP), Service Support Plan (SSP), Accounting Operations Plan (AOP), and the Communications Plan (CP), these four components make up the complete Service Design Package.

Note: The completed Service Design Package should be considered a living resource for the Service Development Lifecycle of each product for the use of DISC personnel and resources. As defined by ITIL, *“the service design package contains all of the information needed about a service at each stage of its lifecycle: requirements, service design, organizational readiness assessment, & service lifecycle plan.”* The following below outline in detail the four elements of the Service Design Implementation Phase (SDIP):

- (a) Technical Implementation Plan (TIP) – is the implementation of the approved (TDP) which adheres to the architectural standards laid out in the “Technical Design” section of the SDP. Also included is the functional requirements and standards document for execution of ongoing operations. The TIP also includes documentation of processes used in the reporting of the following for each service: capacity management, availability management, information technology continuity management, and information security management.

- (b) Service Support Plan (SSP) – includes the development/integration of processes and documentation for execution in both Service Transition (Change Management, Service Asset and Configuration management, Release and Deployment Management, Knowledge Management) and Service Operations (Service Level Management, Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management). The SSP ensures that delivery of the Service offering achieves proper business strategy as defined by the support mechanisms of the product across the organization and provides metrics and reporting to support the overall service development lifecycle.
 - (c) Accounting Operations Plan (AOP) – ensures accounting functions such as vendor management, contract management, account management, and billing are operating properly and documented to supporting the delivery of the product/service as designed. Each product/service must have a proven accounting operations plan to ensure a customer receives and is billed properly for the service received.
 - (d) Communications Plan (CP) – Ensures that customer communication elements are produced in support of the approved SDIP to include Service Catalog management and Service Appendix management. The customer communication plan ensures across the DISC and its customer base a uniform, repeatable, issuance of communications. The following are communications produced for the Service Catalog: provides a service description, service attributes, chargeback methodology, and service level metrics of every DISC offering. The service appendices outline the roles and responsibilities of the DISC and its customers when considering an offering. The appendix defines the service parameters by which the service is to be delivered, and the service levels by which the service will be provided. The Service Standards Documents provide detailed information regarding the architecture and technical specifications by which the service is provided. Any facilitation of communication between the customer and DISC regarding a service is facilitated through the Customer Account Management Branch (CAMB). Direct communications for service level inquiry are facilitated through the Service Desk. Any communications regarding service delivery will be facilitated through the Service Portfolio Group (SPG).
- (3) Service Development Package (SDP) – the Service Development Package provides a living document populated from combing the materials provided in the (SDPP) & (SDIP). The SDP accounts for the execution of a DISC service offering throughout the service development lifecycle. Each element of the SDP can serve as a real-time point of reference for both internal and external entities.
- (4) Stakeholders
- (a) Product Manager – serves as a “service coordinator” to ensure consistency and thoroughness of all service designs and to meet desired business outcomes and requirements. The product manager is assigned by the SPB Branch Chief and is

responsible for assembling and coordinating the Service Design Team to produce a Service Design Package. The Product Manager ensures that the Service Design Package is complete and accurate and to present this package to the ESC for approval.

- (b) Service Design Team – The Service Design Team is comprised of stakeholders across the DISC business and operations divisions who are responsible for preparing the SDP for approval by the TRB and ESC.
- (c) Technical Review Board (TRB) – the TRB is responsible for recommending for or against a service design plan for all services that go through the service design process. The TRB is responsible for addressing and documenting any technical concerns of the proposed DISC product and service offering development efforts.
- (d) Executive Steering Committee (ESC) – the ESC is responsible for rejecting, or approving the Service Design Plan which will approve funding for additional resources as a result of the Service Design Plan. The ESC also approves the Service Development Package (SDP) which allows the proposed solution to be realized. If the SDP is rejected, the ESC may request it to be modified and revisited at a later date.

(5) Milestones

Service Design Plan Phase (SDPP) Approval – required to move into Service Design Implementation Phase (SDIP). The Service Design Plan is first evaluated by the Service Design Team to assess feasibility. If the team finds that by engaging in efforts to prepare the SDPP service design efforts should cease, they are then required to prepare rationale to be presented and approved by the ESC to discontinue any efforts in service design. If the Service Design Team recommends moving forward with the service design after SDPP efforts they will present to the TRB for recommendation. Following TRB review, the Service Design Plan is presented to the ESC for approval noting the TRB voting results. TRB decisions may be overridden by the ESC. When reviewing the Service Design Plan the TRB can recommend for or against or suggest any other alternative solution (if one has been identified by the Service Design Team). The ESC can also approve, disapprove or suggest an alternative solution as well. The purpose of the Service Design Plan approval is to make available resources for implementation based on market analysis, organizational impact analysis, financial analysis, and technical design analysis. Examples would include but not be limited to: procurements of hardware, software, consulting services, and supplies. Results of each milestone are logged in the Service Development Lifecycle Portal for data retention and documentation requirements throughout the SDP.

- (6) Resource Requirements – The Service Design Team will produce a detailed analysis and implementation plan for every DISC Service Portfolio offering. The Service Design Team will identify and document all requirements identified in the SDP which

will outline the scope of resources consumed operationally and financially to develop each service. Duration, effort and resources required to implement the SDP will depend on the complexity of the service being coordinated.

- (7) Documentation – the data provided for Service Design approval is contained in the Service Development Package (SDP). This provides a uniform template for presentation and can be organically revised throughout the Service Development Lifecycle Process. The SDP contains all operational execution considerations, all service parameters, service level metrics, etc. The SDP should be treated and maintained as a real-time, modular, single point of reference for any information related a DISC service offering.

d. Service Change Concept (SCC)

The Service Change Concept is the entry point of the Service Development Lifecycle for a Service Change. This process presents a high level evaluation of the feasibility both technically and fiscally to implement the proposed service change. The SCC leverages the information provided in the SDR to help facilitate the high-level analysis required for SCC approval. Service Concept recommendation is issued by the TRB and allows a SCC to enter the Service Design Change (SDC) processes.

(1) Stakeholders

- (a) Service Requestor – see service requestor Section 7. B. 1. A.
- (b) Product Manager – The Product Manager presents all SCC's to the TRB for recommendation. The Product Manager evaluates a SCC to ensure they remain within the parameters of a Service Change and that the SDP is maintained accordingly.
- (c) TRB Chair – The TRB chair presents SCCs to the TRB for approval. The TRB chair also notifies the appropriate product manager of SCCs considerations and recommendations as SCCs may drive SDP revisions.

(d) TRB – recommends SCCs for entry into Service Design Change.

(e) Service Requestor Branch Chief – required to acknowledge staff's SCCs

- (2) Milestones – milestones mark points throughout the Service Development Lifecycle where approval is required and logged for reference.

(a) Service Change Concept Request Approval – required for presentation to TRB for SCC recommendation. Results of each milestone are logged in the Service Development Lifecycle Portal for data retention and documentation requirements.

1. Internal – Branch Chief acknowledgement required if submitted by the staff under this level for transparency purposes.
 2. External – SPB Branch Chief required eliminating duplicate efforts.
- (b) Service Change Concept Approval – required to enter “Service Change Design.” Must be recommended by TRB to move forward.
- (3) Resource Requirements– the Service Development Request, referred to in Section 6.A.1 will logically generate the requirements for consideration by both the Product Manager and the TRB for recommendation.
 - (4) Documentation – the data collected through the SDR and presented by the TRB for SCC approval will be provided for updates as necessary to the SDP.
- e. Service Design Change (SDC)
- Refers to the Service Design (Section 6.C.) for any existing service that is undergoing a Service Change. The Service Design Change is the process by which a Service Change is planned and implemented, as long as it neither impacts cost nor functionality of the overall service delivered to the customer. The Service Design Change process ensures all operational and technical functions are executed and documented correctly within the service’s SDP. The SDC follows the same process flow as the Service Design with a purely technical and operations approach as neither cost nor functionality is a factor in a SDC. The SDC includes parallel phases to Service Design Plan Phase (SDPP) and – Implementation Phase (SDIP) in an accompanying Service Change Plan Phase (SCPP) and Service Change Implementation Phase (SCIP).
- (1) Service Change Plan Phase (SCPP) – produces the Service Change Document for approval by the TRB and ESC to enter into Service Change Implementation. The SCPP is developed by a Service Change team consisting of members from operations, architecture and Service Portfolio Group representatives. The Service Change Document details the execution plan and requirements by which a DISC service will be altered by tools or procedures utilized to deliver the service. Upon Approval of the SCPP a service change will enter the Service Change Implementation Phase (SCIP).
 - (2) Service Change Implementation Phase (SCIP) – directly mirrors the Service Design Implementation Phase (SDIP) process only for a Service Change. The Service Change Implementation requires the same steps to implement a change as a new product implementation does. The SCIP requires that the existing SDP be updated to include the service change. The updated SDP is presented to the TRB for approval resulting in operational acceptance of the service change.
 - (3) Stakeholders

- (a) TRB – provides insight into the technical design plan and the implementation plan. The TRB also recommends for or against the Service Change Plan.
- (b) TRB Chair – serves as the coordinator of the SDC ensuring that the process is followed and necessary steps are taken to update the SDP.
- (c) Service Change Team – prepares and implements the SDC resulting in an adopted implantation of a service change and a supporting SDP.
- (d) Executive Steering Committee – approves a Service Change Plan to be implemented.

(4) Milestones

- (a) Service Change Plan Phase (SCPP) Approval – required to move into Service Change Implementation Phase (SCIP). The Service Change Plan is first evaluated by the Service Change Team to assess feasibility. If the team finds that by engaging in efforts to prepare the SCPP service change efforts should cease they are then required to prepare rational to be presented and approved by the ESC to discontinue any efforts in service design change.

If the Service Change Team finds that a proposed change will result in increased cost or impact the functionality of the service, the Service Change Process will cease and the existing service will have to enter the Service Design Process as part of the service transformation process. If the Service Change team recommends moving forward with the service change after SCPP efforts, then they will present to the TRB for recommendation.

Following TRB review the Service Change Plan Phase (SCPP) is presented to the ESC for approval noting the TRB voting results. TRB decisions may be overridden by the ESC. When reviewing the SC1 the TRB can recommend for or against, or suggest an alternative solution (if one has been identified by the Service Change Team). The ESC can approve, disapprove or suggest an alternative solution as well.

The purpose of the SCPP approval is to present a valid technical and operational change to increase the efficiency, reliability, or sustainability of a DISC service offering. The results of each milestone are logged in the Service Development Lifecycle Portal for data retention and reference.

- (b) Service Development Package Approval – required to approve a service change to an existing DISC Service Portfolio offering. The Service Design Change is presented to the TRB for approval. The SDP is only updated in the service change process, and receives ESC approval in SCPP; since there is no additional funding requirement, ESC approval is not required. When reviewing the SDP the TRB can recommend for or against any service changes to the SDP.

Any “recommendation against” by the TRB of a service change should indicate from that body if further analysis is required for approval or if efforts for implementation should cease. The former requires the identified areas of the SDP to be reevaluated for implementation.

- (5) Resource Requirements – The Service Change Team will produce a detailed analysis and implementation plan for every DISC Service Portfolio offering. The Service Change Team will identify and produce all operational and technical requirements to coordinate a service change. Duration, effort, and resources to plan and implement the SDP will depend on the complexity of the service being coordinated.
- (6) Documentation – the data provided for service change approvals is contained within the Service Design Package. This provides a uniform template for presentation and can be organically revised throughout the Service Development Lifecycle Process. The SDP contains all of the operational execution considerations, all service parameters, service level metrics, etc. The SDP should be treated and maintained as a real-time, modular, single point of reference for any information related a DISC service offering.

END

APPENDIX A

TABLE A1

DEFINITION OF TERMS USED IN THIS MANUAL

TERM OR ACRONYM	DEFINITION
ACIO	Associate Chief Information Officer
AOP	Accounting Operations Plan
BC	Branch Chief
CP	Communications Plan
DISC	Digital Infrastructure Services Center
DC	Division Chief
EDC	Enterprise Data Center
ESC	Executive Steering Committee
FedRAMP	Federal Risk and Authorization Management Program
FIA	Financial Impact Analysis
FISMA	Federal Information Security management Act
IT	Information Technology
ITIL	Information Technology Infrastructure Library
MIA	Market Impact Analysis
NIST	National Institute of Standards and Technology
OCIO	Office of the Chief Information Officer
OIA	Organizational Impact Analysis
OMB	Office of Management and Budget
SC	Service Concept
SCPP	Service Change Plan Phase
SCIP	Service Change Implementation Phase
SCC	Service Change Concept
SCD	Service Change Document
SCT	Service Change Team
SDPP	Service Design Plan Phase
SDIP	Service Design Implementation Phase
SDC	Service Design Change
SDLC	Service Development Lifecycle
SDP	Service Development Package
SDT	Service Design Team
SDR	Service Development Request
SIT	Service Implementation Team
SR	Service Requester
SSP	Service Support Plan
TDP	Technical Design Plan
TIP	Technical Implementation Plan
TRB	Technical Review Board
USDA	United States Department of Agriculture

APPENDIX B

SERVICE DEVELOPMENT LIFECYCLE PROCESS FLOWS

(To reference the process flow click icon below)



Service Development
Lifecycle Process Flow

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APPENDIX C

TABLE C1

DEFINITION OF TERMS USED IN THIS MANUAL

TERM	DEFINITION
Amendment	An amendment is used to transmit new or amended pages to an DISC handbook. Amendment 1 means that a handbook is new or completely revised. Future amendments are issued numerically to transmit changes to the handbook. These changes affect less than 50 percent of the handbook.
Directives from External Sources	Directives from external sources are Federal regulations, Executive Orders, OMB Circulars, and other issuances that originate outside DISC but may apply to DISC operations.
Directives Management	Directives management is the effective and efficient institution, direction, and improvement of systems for the development, distribution, use, maintenance, and disposition of controlled directives.
Disposal Date	A disposal date is the date on which the provisions of a temporary directive are no longer binding.
Effective Date	An effective date is the date on which the provisions of a directive become binding. Unless otherwise specified, the effective date of any DISC directive is the date it is approved by the final approving official.