



Service Design Starter Kit



Welcome to the Service Design Starter Kit Session!

- UCPATH and why we did Service Design

In today's session, we will:

- Provide a recipe to create your own Service Design
- Give you tips and tricks on how to schedule and facilitate Service Design Sessions like a Maître D
- Provide you with Service Design templates for your own use



Kitchen Plan

Drinks

Welcome and Introduction to Service Design
Master Chef Wendy Rager



Appetizer

Getting the Most from Your Service Design Sessions
Master Chef Nick Kamboj



Prep and Cooking

Service Design Planning
Chef Suresh Ramalingam



Serving the Meal

Service Design Deliverables and Organization
Chef John Ruzicka



Dessert

Q&A



Why Design Our Services?

- A proactive approach to service support
- Defines roles, responsibilities, and handoffs between support teams (RACI)
- Map handoffs from team to team as the service is delivered (Workflow)
- Helps direct work to the correct team (Work Instructions)
- Ensures roles are clear and reduces duplication (Responsibility Matrix)
- Faster response times and quicker resolution (SLA/OLA)



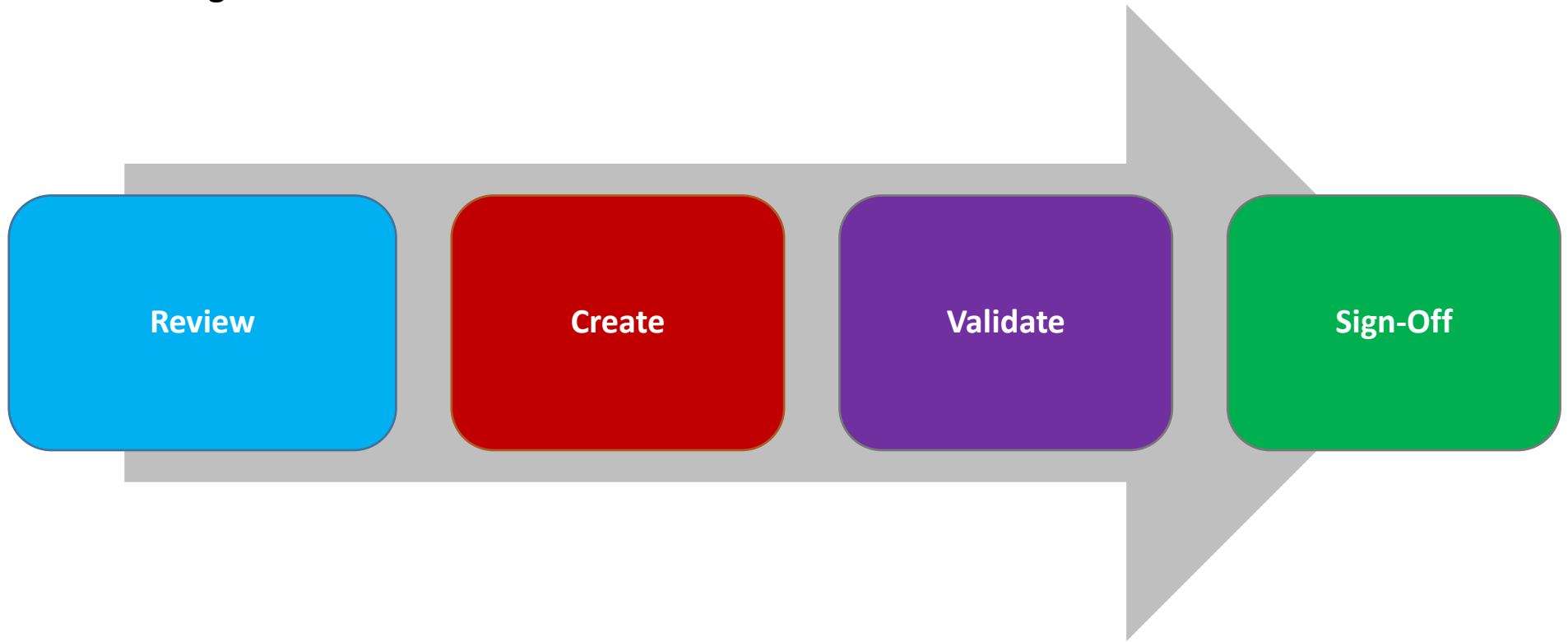
What is a Service and what are its attributes?

- A service is a system of people, processes, technologies and tools which:
 - Supports a customer’s strategic, functional, technical, organizational objectives
 - May be classified as a business or a technical service
 - Can be viewed from multiple perspectives:
 - The service provider creates and delivers the service
 - The customer consumes or reallocates the services
 - The initial customer may also resell the service to other consumers
 - Provides intrinsic or extrinsic value through implementation of consistent frameworks
 - Can be independent of the underlying technologies, components, or tools which comprise it
 - A service can be combined with one or more services



Appetizers with Master Chef Nick Kamboj – Service Design Methodology Overview

Service Design Activities



Service Design & Validation Methodology Overview

Review

- Review any existing service documents for accuracy and viability
- Discuss service requirements with end-customer or sponsoring business partner
- Identify gaps and create roadmap for Service Design

Create

- Conduct Service Design sessions using end-customer requirements as foundation
- Create process flows/diagrams, procedural guides, and ServiceNow forms/workflows/templates
- Socialize and communicate collateral to broader technical and functional team members

Validate

- Validate Service Design documents and collateral with external constituencies (e.g. vendors)
- Ensure clear understanding of Service and Operating Level Agreements (SLAs/OLAs)
- Update Service Design documents accordingly

Sign Off

- Social collateral with all member parties contributing to the service
- Conduct Service Testing with all contributing parties (e.g. table top or real-environment)
- Get sign-off from key executive sponsors, stakeholders and customers



Planning Service Design Sessions, like planning a meal, is important. We need to know the correct ingredients, and the amounts to make the recipe.

How to ensure preparation is correct for the audience:

- Identify the required audience
- Understand the requirements of the meetings and targets to be accomplished
- Create the required documentation for the meeting and distribute it to the target audience beforehand
- Capture the results
- Follow up and validate
- Continually improve (CSI)



Serving the Meal Intro with Chef Suresh Ramalingam—Service Design Deliverables

- **RACI Matrix:** Responsible, Accountable, Consulted and Informed
- **Responsibility Matrix:** identifying issues and requests and handling L1, L2 and L3 support, including escalations
- **Workflows**—Visual representations of how to solve problems
- **Work Instructions**—Step-by-step instructions to solve problems
- **Service and Operating Level Agreements:** formal expectations



Serving the Meal with Chef John Ruzicka—RACI Matrix

RACI Matrix



Preparing a Feast	Responsible	Accountable	Consulted	Informed
Master Chef Wendy Rager		✓		
Master Chef Nick Kamboj	✓			
Chef Suresh Ramlingam	✓			
Chef John Ruzicka	✓			
Sous Chef Praveena Pirla			✓	
Sous Chef Dede Bruno			✓	
Party Planner Susana Oliveiros				✓
Facilities Manager Joseph Walters				✓

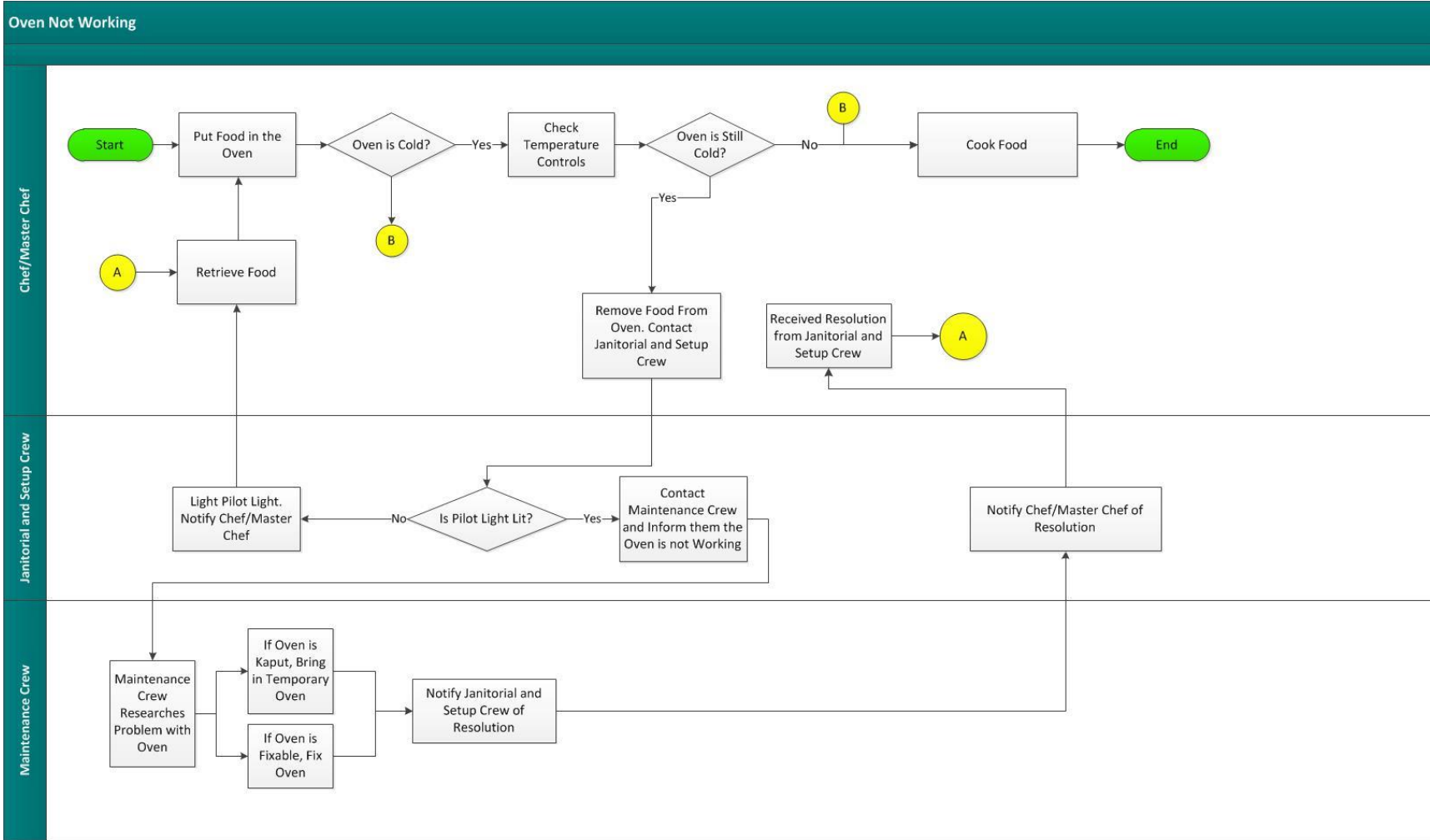
Serving the Meal with Chef John Ruzicka—Service Design Deliverables

Responsibility Matrix



	A	B	C	H	I	J	K	L	M	N	O	P
1		Banquet for 100 People										
2												
3	#	Use Case	Ticket Type									Links to Work Instructions
4	1	Problem with Ingredients										
5	1.1	Proper ingredients not delivered	Incident		L,1	2	3					Work Instruction
6	1.2	Ingredients Missing	Incident		L,1	2	3					Work Instruction
7	1.3	Ingredients not Fresh	Incident		L,1	2	3					Work Instruction
8	2	Kitchen Issues										
9	2.1	Oven Not Working	Incident			L,1	L,1			2	3	Work Instruction
10	2.2	Pots and Pans Missing	Incident			L,1	L,1		3		2	Work Instruction
11	3	Room Issues										
12	3.1	Temperature too hot or cold	Incident		L	L	L			1	2	Work Instruction
13	3.2	Dirty floors	Incident		L	L	L			1	2	Work Instruction
14	3.3	Incorrect Setup	Incident		L	L	L			1	2	Work Instruction
15												
16												
17		Support Level										
18		L- Log & Dispatch (Escalate) to first level support. Document issue, gather relevant data as possible and escalate issue.										
19		1 -First level support. Initial troubleshooting and incident resolution or request fulfilment. Support scope dependant on SLA / OLA, skills, training, and accessibility.										
20		2-Second level support. Expanded troubleshooting and incident resoluuion or selective request fulfillment by technical team. Support scope dependant on SLA / OLA, skills, training, and										
21		3 -Third level support. Subject matter expert (SME) or Service Owner or Vendor. Required to deal with any/all issues outside the scope of the previous 3 levels.										

Workflow Diagrams





ITS *Information Technology Services*

1 General Overview

This is a Service Agreement between UCOP Chefs and UC Banquet Services to document:

- Use of the kitchen in the Banquet Hall.
- The general levels of response, availability, and maintenance associated with the kitchen.
- The responsibilities of UC Banquet Services as a provider of these services.
- The responsibilities of the customers receiving these services.

This Agreement is valid from July 10, 2016. Review is yearly, or as otherwise needed.

2 Service Description

Serving the Meal with Chef John Ruzicka—Helpful Hint

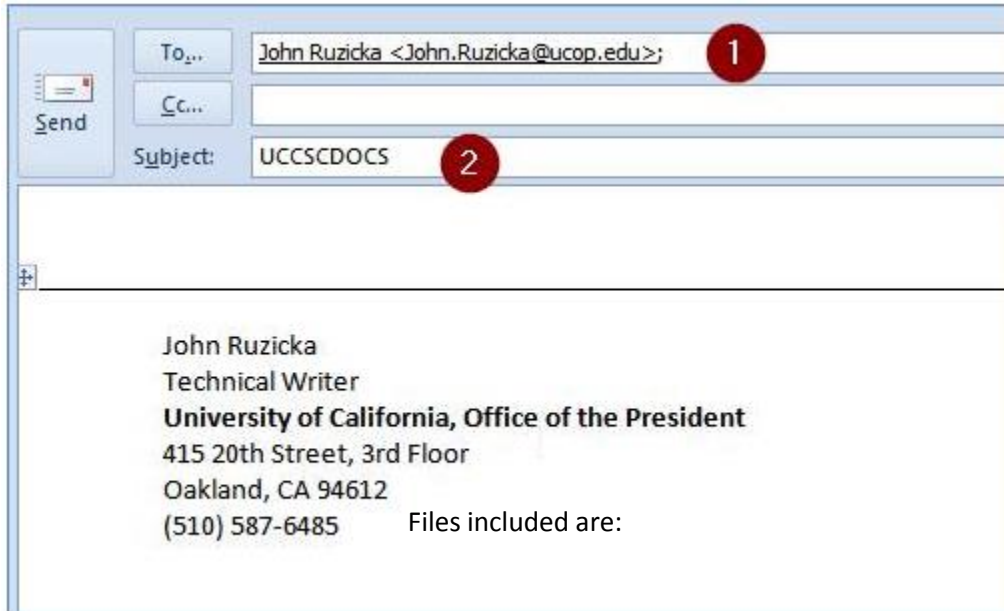
Tracking System



You will often be working on multiple Service Designs at once. Having some type of tracking system in place is **extremely** helpful for knowing where things are and to prevent delays arising unexpectedly.

	A	B	C	D	E	F	G
1	Service	RACI	Responsibility Matrix	Workflow Diagrams	Work Instructions	SLA/OLA	Notes
2	Ingredient Procurement	Done	Done	Not Started	Not Started	Not Started	Chef David Jones indicates Workflows to be started 7/30/16
3	Appetizer Planning	Not Started	Not Started	Not Started	Not Started	Not Started	
4	Main Meal Planning	In Review	In Review	In Progress	In Progress	In Progress	RACI and Responsibility Matrix sent to Mary Smith for Review on 7/10/16
5	Dessert Planning	Done	Done	Done	Done	Done	
6	Meal Coordination	Done	Done	Done	Done	Not Started	SLA cannot be done until all planning complete

Getting a Copy of the Starter Kit



File Name	File Format	Description
read_me_first	Word	This file
Kit_deck	PowerPoint	The UCCSC Service Design PowerPoint presentation
kit_meeting.docx	Word	Meeting tips and tricks
kit_raci.docx	Excel	RACI Matrix Template
kit_responsibility_matrix	Excel	Responsibility Matrix Template
kit_workflow	Visio	Workflow example
kit_wi_template	Word	Work Instruction Template
Kit_sla_template	Word	Service Level Agreement Template
Kit_ola_template	Word	Operating Level Agreement Template

Questions and Answers



THANK YOU!

