Unpacking Service Management

HYDRA CONNECT

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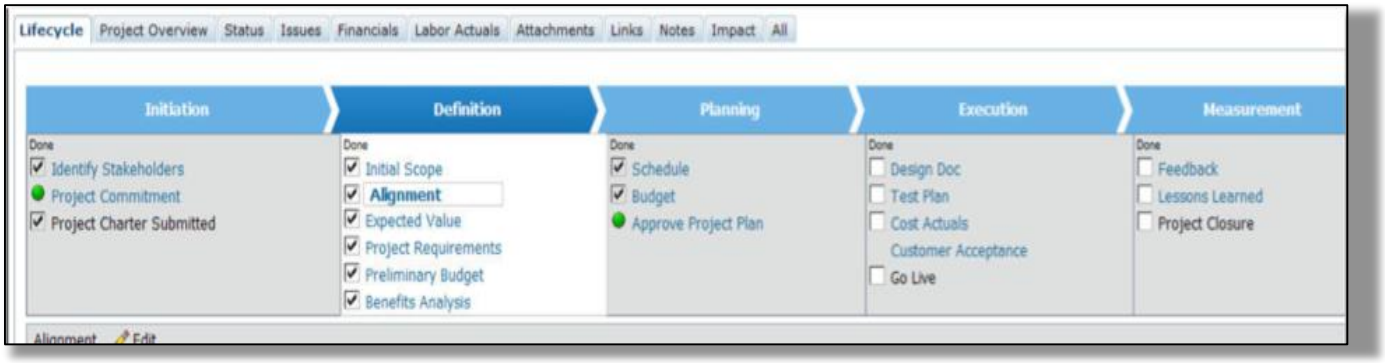
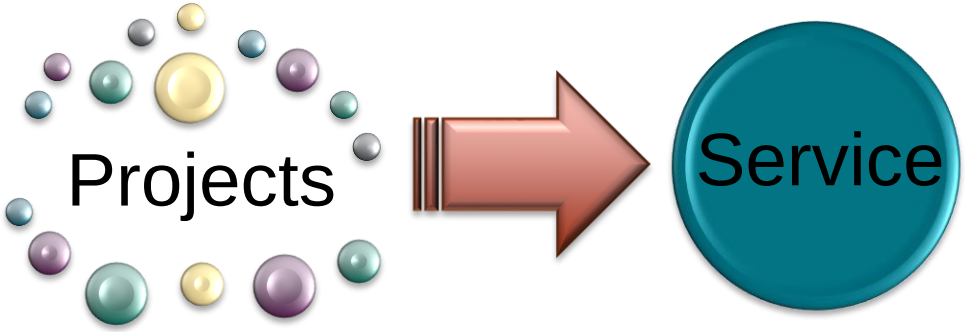
Re-orienting from Projects to Services



Project Management



Service Management

Projects sans Service Management become Zombies

Not quite alive, not quite dead

- Completed projects are a service

Why they're a problem

- Constant customer deflation
- Constant nagging .. and they eventually eat us!

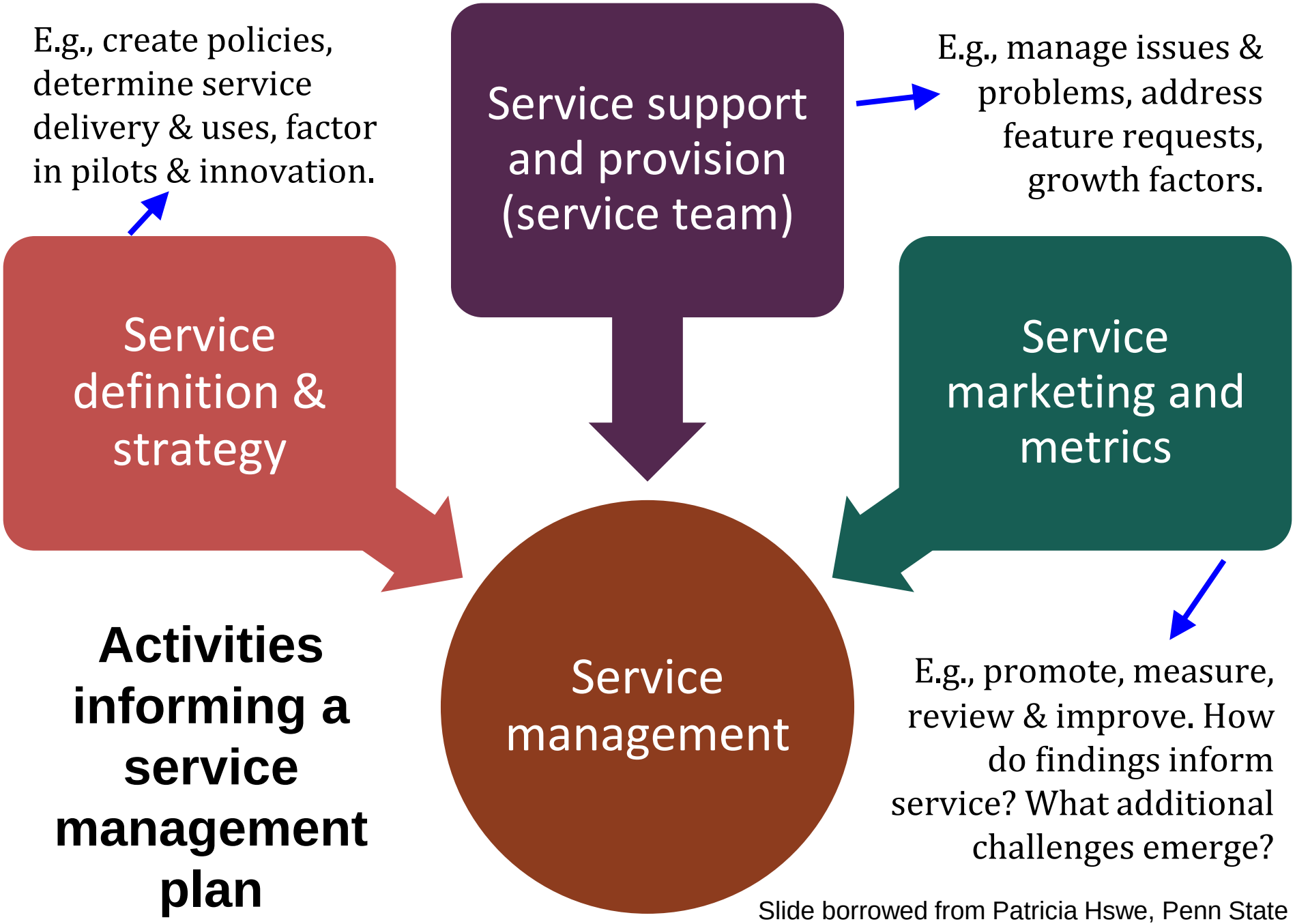
Copyright Microsoft Xbox

Service Management Ecosystem

"Whole Product" – ensuring value by focusing on everything that complements the software

Service Managers Require Business Acumen

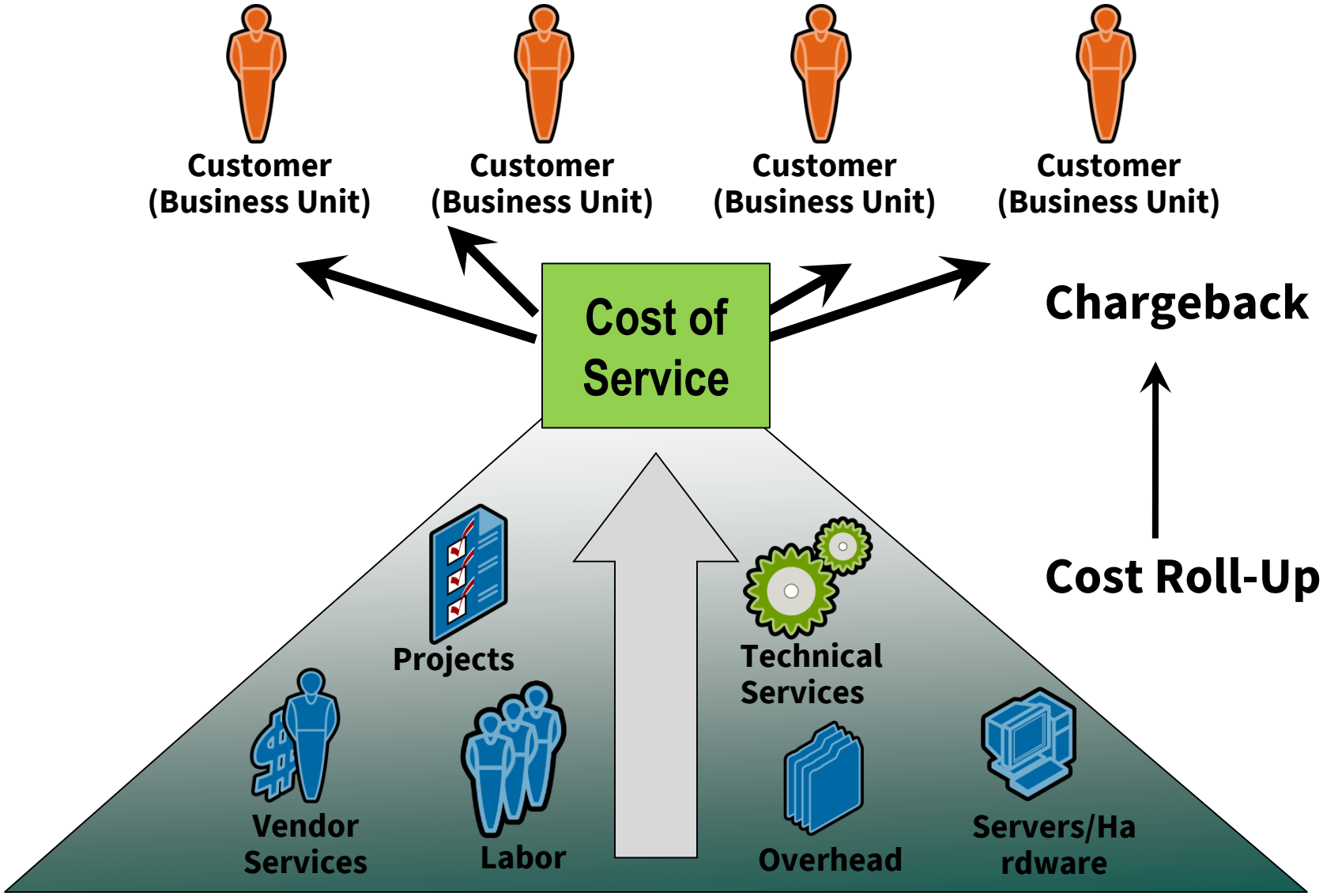
- Understand market space – competition & complementary services
- Policy and legal issues
- Financial implications: service costs/recovery
- Marketing & Outreach
- Service Support Model



Activities informing a service management plan

Slide borrowed from Patricia Hswe, Penn State

Service Cost Modeling Components



Define an Effective Core Messaging

Use SCIPAB:

- **S**ituation: the present situation
- **C**omplication: challenge/drawback of situation
- **I**mplication: Answers “so what” if no action
- **P**osition: Belief about the issue
- **A**ction: audience should take
- **B**enefit: what’s in it for them

Adapted from:
Presentation Skills: Captivate and Educate Your Audience
By Steve Mandel

Release to Production Checklist

- Definition
  - Audience & Goals
  - Policies & Pricing
- Operations
  - Monitored and “Replayable”
- Support
  - Ticketing and workflows
- Training & Documentation
  - End user docs
- Marketing & Communication
  - Demos, Websites

Release to Production Checklist

Service: SPOTLIGHT

SAMPLE - Service Readiness

Readiness Item	Details	Status	Spotlight-specifi
Service Operations			
Puppetized	server deployment and configuration is puppetized and blessed by DevOps	done	Erin has this done
Performance	Has load-testing (e.g., via JMeter or Blitz.io) been performed? Does app require		
Deployed by capistrano 3	Deployment via Capistrano	done	Chris Beer did this
Checks against gemnasium	Checks against gemnasium	done	
Security review	have we reviewed for security readiness (webauth, ports, etc.) (need way more		
Code base is on DLSS github	Code base is on DLSS github	done	
Working tests in place	should have working tests & a CI build on travis (required coverage stats?)	in progress	
Depdendencies specified	Uses is_it_working to define required dependencies (see e.g.,	in progress	
Server Monitoring	Tracking underlying servers in support of service	done	
Service Monitoring	service-specific Nagios dashboard set up to track service components such as		need better mechanis
Service Exception Monitoring	Application exception monitoring configured at the app level and configured via		
Ticket tracking	Clarification of where (and which queue) the issues for this project reported (Jira?	TBD	are we switching? Ne
Pre-prod/demo server setup	Do we need a pre-release server environemnt for demo testing?		we agree that we nee
Service notification list and response policy	Who gets notifications when service outages or problems occur, and what is the		
Service Support			
Ongoing application support requirements	What are the ongoing applications support requirements, and who is responsible	in progress	Who supports curato
Established support email list	create public email list of [servicename]-support@lists.stanford.edu	done	public-facing distributi
Establish "users" email list	create public announcement/user email dist lists		
Determine response/triage flow	who is "first on call" to answer questions (typically, the service manager, who may		Tony as first responde
Determine tech response/triage flow	who's first responder for server/app issues (Nagios alerts)		tech support: DevOps
Service manager/team privs	Are the service manager & service team set up with appropirate privs to address		
Monitoring responsibility	Determine roles/reponsibilities for reviewing/responding to Nagios and Squash		
Appropriate ticketing	Do we need a ticketing queue to track support issues (vs development)	done	JIRA ("Spot") for ticke
Escalation process in place	Determine what kind of serivce this is? Mission critical or casual app and what	needs def	business hours applic
Audience-specific responses	Do we need different response levels for internal vs guest users?		yes. if a curator can't
Internal FAQ created	Are there known issues/FAQs we should generate for common issues		tony working on this
Service Administration	Are we clear on workflow and process for who does service admin (e.g., settiing up		who creates new acco
Request workflow	Does this service have a request aspect (for setting up privs, etc.). If so, is this		This is pilot phase, so
Authentication Workgroups	Do we need to set up an Auth Workgroup for users/roles	needs def	Stu thinks yes; not ye
Service Definition			
Constituent review and approval	Do we have key constituent sign-off on meeting functionality requirements?	in progress	Being reviewed by Ju
Target audience	Service target audience clarified (SUL, SU, worldwide)?	beta - done	yes, specific curators
Roll-out plan in place?	Is this going pilot first? How do we "open for business"?	in progress	being reviewed by Ju
Pilot rollout	If we are rolling out in pilot mode, how do we determine pilot users/content	in progress	beta to 5 exhibits over
Product Roadmap	Do we know what high level product roadmap is? (higherlevel than backlogs) Is		Stu owns, not yet dete
Service name/presence	Does this service need a name/public presence or is "hidden"	done	Yes; service will be

Service Management – not just a Title

Actions:

- Join the Service Management SIG
- Ask for help
- Offer insights
- Check out HC2015 workshop materials

North American Snow Giraffe

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