



# White Paper

## Best Practice in Service Modelling

### 10 Questions of Service Discovery Workshop Questionnaire

A service discovery workshop helps understand how IT relates to the business service.

To answer these questions accurately you may need to issue questionnaires to the relevant parties in your organisation.

When embarking on the modelling of a business service, the following questions provide a formal process for use during a service discovery workshop.

#### Service Stream

##### 1-Input

Q. What does a user input into the service?

##### 2-Output

Q. What does a user receive back from the service?

##### 3-Users

Q. Which components do the users of the service interact with?

##### 4-Service Flow

Q. How does the service flow end to end through its component parts?

#### Technical Stream

##### 1-IT component mapping

Q. What hardware and software does the service need to function?

##### 2-Dependencies and relationships

Q. How do the pieces identified in step 1 relate to each other?

##### 3-Break Point Analysis

Q. Where are the critical components that can cause the service to fail?

##### 4-Redundancy Analysis

Q. Which components are resilient or redundant in nature?

##### 5-Performance

Q. Which of the components are most likely to affect Service performance?

##### 6-Integrity

Q. Which components store data?

Having documented the information gathered above you can now start to build understanding of ***what the service does, why it does it and how it does it***. This is vital information which is required to accurately model a business service.

If the service has been modelled accurately it can then be monitored. Using the results of that monitoring you can automatically create dashboards, reports and management information regarding service performance and availability.

