Software School for Developers - Order-to-Payment (labedzki@man.poznan.pl)

1. Who is the main point of contact for service ordering?

Whom and how should customer contact in order to activate the service?

Marcin Wolski

email: maw@man.poznan.pl

2. Is there a service user identification process?

What is the process to decide if the service user is entitled to service - who and how is doing that?

The service is directed to software developers. Event agenda is helpfull to decide if topics are interesting and valuable for atendee.

3. What kind of data is requested and collected from the customer/service user?

(e.g. Service user names, service user organization, etc.) How is data collected (Forms, applications, etc.)?

Name, last name, NREN and email. It is collected via registration form (eventr.geant.org).

4. How is the availability and/or feasibility of the service determined for a particular customer/service user?

e.g. If there are any customized service offerings to the service user or if the service is a part of the standard offering?

There is standard offer, each attendee can signup to the event basing on agenda.

5. How is the availability of resources needed to support the service determined?

e.g. availability of computer hardware, servers or network resources, etc.

To setup an event there is a conference space needed for 20 people. There is a need to have WiFi in

place and at least some of the following resources: projector with screen, Big TV, electrical sockets, flipchart. Note that each participant should bring his own laptop so there is no need to ensure the PCs in place.

6. Is there any kind of customer/user subscription inventory used in the process?

e.g. Database with detailed information about customers and services provided to them?

Yes, the participants of the previous editions are notified about upcoming event.

7. Is there a need to contact the service user during the order completion phase? If yes, who is doing that and how?

e.g. If service user participates in commissioning or end-to-end testing during service setup phase.

Yes, organizers contacts with the registered users to provide more details and remind about upcoming event.

8. Is there a person in charge of issuing a Service order and how is that being done?

e.g. The person who checks that all requirements are met, the customer request can be fulfilled, and then issues an order to implement the service.

The service is not issued, it is cyclic event. However after each edition the feedback is gathered and further event is based on this feedback.

9. Is there a person in charge of issuing a Resource order and how is that being done?

If the service requires special resources that need to be provisioned (e.g. hardware, switches, servers, etc.) this would be the person initiating the process to obtain them.

All the resources are ordered by the event organizers.

10. What if adequate resources are missing (e.g. servers, network equipment, etc.)? Is there a person in charge of supply, allocation and installation of needed resources?

How are new resources configured and tested? Describe that process.

That depends on if the resource is critical or not. If there is critical resource missing (e.g. conference space) then organizers should find new resource. If it is not critical then organizers may find a substitution for it (e.g. use big TV instead of projector with screen).

11. Is there a person in charge of closing Resource order?

When acquiring new resources, this would be the person who confirms that all needed resources are obtained and set up. Describe this process briefly.

This is up to the event organizers to ensure all the needed resources. They will not confirm event organization to attendees if they do not have all critical resources booked.

12. Is there a need to allocate specific service parameters during the service setup phase? How is that data recorded?

E.g. service parameters like service identifiers, IP addresses, domains, VLAN IDs, etc. This data could be recorded using database, forms, paper, etc.

Those parameters are: event date, subject of the event, location, max number of attendees. They are recorded on event wiki page.

13. Briefly explain implementation, configuration and activation of the service.

E.g. persons or teams involved and their tasks.

The organizers choose more relevant topic basing on the feedback gathered from attendees of previous event edition. Then the place and date is selected and the registration is open for attendees. In pararell organizers are working on polishing event details (lecturer, catering, materials, etc.). After finalising all this details the confirmation email is sent to attendees.

14. How is the service tested before it is activated for the service user, and by whom?

E.g. end-to-end testing to confirm that service is working according to agreed performance levels.

The organizers check if all the resources will be available for the event. Moreover they verify lecturer

by attending his speech before or by opinions of developers that was taking part of course/workshop leaded by him/her.

15. Is there a person in charge of closing Service order?

E.g. Confirmation that service is configured and working as expected.

The organizers are responsible for confirm that the event will take place.

16. Is there a person who monitors that service user provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date?

E.g. Someone who is responsible for tracking whether service activation is going as planned.

Yes, the organizers are responsible for track if the event organization is going well.

17. How (and by whom) is service user being contacted after service is activated?

E.g. the person who contacts the service user by email, phone call, etc.

The serrvice user can contact organizers by email.

18. Is there a person or team in charge of closing the service user order?

E.g. After the service is activated, a person who is providing closing or management report.

The organizers.

19. How is service user satisfaction being validated?

E.g. Survey to check if the delivered service meets service user expectations.

There are two surveys. First take place on the last day of the event. The second one is 3 months after the event.