	Category	Solution	Solution Owner	Business Owner	Financial Owner	service	service operator	distribution channel	distribution operator	installer, media, or license	installer, media, or license operator	product	professional service	license	support model	provisioning model	MTS	public contact	escalation
Description	*We had not talked about Category in our model, but capturing here in case it is needed to map to IS&T web site categories above Solution level.*	*A Solution is customer facing, is framed in plain, non-technical English, and is a Solution IT provides to the Business or the Business provides to its customer community.*	*The Solution Owner is a person (not a group) and is a member of Senior Staff. There is exactly one Solution Owner per Solution. A Solution Owner owns one or more Solutions.*	*A Business Owner is a person, often but not always outside of IT, and understands and can represent the business needs a Solution must meet. A Solution must have at least one but may have more than one Business Owner.*	*A Financial Owner is a person, and manages the source of funding for a Solution. A Solution may have zero or more financial owners. (Should trend toward zero or one over time.)*	*A service is a technical component service of a Solution. Case matters. For example, OWA is a service, whereas Email & Calendaring may be a Solution. A service supports one or more solutions. A Solution depends on zero or more services.*	*A service operator is responsible for operating a service. May be a person or group. A service has exactly one service operator. A service operator may operate one or more services.*	*A distribution channel is a component. It supports one or more Solutions. A Solution may have zero or more distribution channels. A distribution channel distributes one or more of: installer, media, license (technical sense, license code or file)*	*A distribution operator is responsible for operating a distribution channel. May be a person or group. A distribution channel has exactly one distribution operator. A distribution operator operates one or more distribution channels*	*Is a component. Installs and/or activates a product. Is distributed through one or more distribution channels.*	*Is a person or group. Is responsible for maintaining an installer, media, or license code/file and delivering it to a distribution channel.*	*Is a component. Is usually a computer program or software application. A Solution may contain zero or more products.*	*Delivered by a person or group. Is a component. Supports one or more Solutions. A Solution may contain zero or more professional services.*	*A legal agreement, usually linked to a product or service or media or some combination of the three. A license supports the delivery of one or more Solutions. A Solution may be reliant on zero or more licenses. A license may deliver zero or more license keys or files, along with a process for delivering them. Licenses come in different types (don't need to enumerate).*	*There is exactly one support model for a Solution. A Solution Owner negotiates and collects one or more support models, one for each Solution she owns. A support model contains public contact/front door information, escalations, service recovery, and other support information. It is not limited to CS.*	*There is exactly one provisioning model for a Solution. A Solution Owner specifies, negotiates and collects requirements for one or more provisioning models, one for each Solution she owns. A provisioning model specifies licensing processes and requirements, distribution channel processes and requirements, service deliver processes and requirements.*	*MTS authorizes and resources each support model and provisioning model.*	*A customer front door. There is one or more public contact for a Solution.*	*There are zero or more escalations specified in a support model. Specified escalations are available to public contacts or other escalations.*
Conversion Key (from MIT world to real world/ITIL)		*This is known as a Service in ITIL/Real World*	*This is known as a Service Owner in ITIL/Real World*			*Component in ITIL*		*Component in ITIL*		*Component in ITIL*		*Component in ITIL*							