Draft Architecture for IS&T Service Portfolio (revised 7/14/2011)

a. Service Family
b. Service
    i. Description (overview)
        1. Business
        2. Technical
    ii. Service owner (content owner)
c. Service Offering
    i. Description
        1. Business
        2. Technical
    ii. Public contact (front door)
    iii. Service owner (content owner)
    iv. Business owner
    v. Financial owner
    vi. Service Level Agreement (hours of operation)
    vii. Documentation (Hermes links, product pages, etc)
    viii. Training: in house, 3rd party or none (how do I use it?)
    ix. Provisioning: account, queue request, etc (how do I get it?)
    x. Configuration Items: component and products (related software)
        1. Brand (aka, alias, tag)
        2. Platform requirements
        3. Product coordinator (content owner)
        4. Financial owner
        5. Escalation path
        6. Product vendor
        7. Audience (who can have it?)
        8. Price(s)
        9. Request fulfillment: distribution process (how do I get it?)
            a. Operator
            b. Media/installer/host name
            c. License
                i. License operator
                ii. Expiration date or renewal
                iii. Terms & Conditions
                iv. License key
                v. License type

Handwritten annotations:

- make part of data model (with arrow pointing to x)
- Request fulfillment
- NAME
- Public contact
- OPEN TEXT
- vi. cost
- Platform requirements ← what data points are here (table in DB)
- ⊳ Should we have description? as field in data model ↓ then it's all in one place
- imposed by sw, not by IS&T then, win, horizons

Service Pages	Software Pages
b/c.i.1. Description/Overview c.ii Public Contact/Help c.vi Hours of Operation/Availability c.vii Related Pages and How To c.viii Training c.ix How do I get it c.x Related Software c.x.8??? Pricing Do we need a more robust "How do I use it" section that goes beyond training, and beyond the links we put into the "Related Pages and How To" block?	c.x.1 Brand? Name? c.x.2 Platform/System Requirements c.x.7 Who can have it c.x.8 Pricing c.x.9 How do I get it Also need: • Description/What's it for • What platform(s) does it work on • How is it supported/Support Status Diffs from current software version pages: 1. Installing 2. Using

- biz catalog fields
- mechanics of building content for website — TABLE for next mtg

(Rich not in attendance today)

how direct is relationship w/ portfolio? <u>soft link</u>

- can portfolio modify a bit to capture info biz catalog wants?
- forms of payment not part of portfolio
- service family(s) will be megamenu on left nav   (helps shrink search pool)

- add license cost ^(to IS+T) to license in portfolio architecture
  - (✳) NDAs mean strict authorization/access
  - (✳) will need to do audit use case / test case

add to data model (✳) service offerings will have cost to customers by audience
products will have cost by audience

(✳) add public contact to configuration items to data model

- when can I use it?
- when can I get help?

→ biz Catalog could have link "check service status"

- "How Tos" will be manually entered into website
- Training info will also need to be linked (portfolio only indicating Y/N in house 3rd party)
- "How do I get it" will be more than just info from portfolio (open text)
- have <u>aka</u> to handle names (vs) brands (tags (multiple)

wire frames

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Usability

not in portfolio — need to decide whether to keep

Backup (TSM)

Backing up the contents of your computer to a secure network server means that you can restore data in case of error or computer failure. TSM (Tivoli Storage Manager) allows individual users to backup their computers automatically.

Available To ✓ _audience who can use it_

Students, Faculty, Researchers, Staff, Departments, Prospective Students, New/Incoming Students, Guests

Benefits

Data protection is vital, not just for MIT as an organization, but also for the privacy of its students, faculty, and staff. Preventing the loss or compromise of sensitive information saves the University from efforts and expenses related to remediation.

Key Features

o   A single backup and Kerberos password provide access to most services.

o   Network access is widely available throughout campus.

o   You can work remotely through secure connections that provide access to the same resources you enjoy on campus.

Requirements ✓

None

Getting Started

Get a Backup Service Account

o   Register for a TSM Account

Manage Your Backup Service Account

o   Manage Your Account

o   Find Out What Backup Service Level You Have

o   Change Your Service Level

Use Your Backup Service Account

o   Install TSM on: Macintosh | Windows | Linux

o   Run a Backup

o   Restore Your Data on: Macintosh | Windows | Linux

Service ✓	Rate	Payment Method
TSM MIT backup service	Different per service level	
Disk Space (disk-space@mit.edu) Leasing disk space on Athena	Quote cost: $120/GB/year Lease cost: $100/year Signup cost: $50	

— pricing
— terms of payment

[Find related software]

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link to "Check Service Status"

? interface to page after hours?
→ this could be a new service in future

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(handwritten note: disregard (not applicable to) item on left)

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Reader 8.x includes a new interface, new tools, more document viewing options, online meeting capabilities, support for more secure workflows, and other new features.

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System Requirements

o   Computer/Processor: Intel-based or PowerPC G3 or higher

o   Operating System: Mac OS X 10.4.3 or higher, including 10.5.x

o   Memory: 256 MB recommended

o   Disk Space: 170 MB

o   Additional requirements:

o   Safari 2.0.2 or higher

Installing

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