

# BMC Software Consulting Services

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## Fermilab National Accelerator Laboratory Computing Division

### Service Reporting Business Requirements Document

Client:	Fermilab National Accelerator Laboratory
Date :	07/07/2009
Version :	1.0



<b>GENERAL</b>			
<b>Description</b>	This document identifies the Service Reporting (SR) Business Requirements for the Computing Division of the Fermilab National Accelerator Laboratory		
<b>Purpose</b>	This document provides the necessary steps and details for the Service Manager to determine the business requirements for Service Reporting		
<b>Applicable to</b>	<i>Service Reporting ISO20000 Project – Phase 1</i>		
<b>Supersedes</b>	N/A		
<b>Document Owner</b>	<i>Name</i>	<b>Owner Org</b>	<i>FNAL Computer Division</i>
	<i>Title</i>	<b>Revision Date</b>	<i>07-07-2009</i>

<b>VERSION HISTORY</b>			
<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Change Summary</b>
1.0	07/07/2009	David Cole – Plexent	Initial Approved Version

## BUSINESS PROCESS REQUIREMENTS

**Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + Noun. The preferred format for determining the process requirements for the customer is the MoSCoW ranking system.**

**MoSCoW Ranking [Key = M, S, C, W]**

**M:** Must have for launch (Critical). (of Phase 2)

**S:** Should have but not critical for launch, (Critical in later phases, but not for Phase 2).

**C:** Could have.

**W:** Won't have (at least yet).

**Interpreting this Document:**

Since this phase is concerned primarily with the deployment of the Service Reporting, that is the criteria which was used to determine the MoSCoW ranking and the Priority. Activities which have been ranked "M" and "1" are activities which are absolutely required for Phase 2 from an ISO 20000 perspective.

SERVICE REPORTING BUSINESS PROCESS REQUIREMENTS				SERVICE REPORTING PROCESS & BMC TOOL RATIONALIZATION				
Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)	Customization	Configuration	Administration	Process
<b>SR-1.0</b>	<b>Service Reporting</b>							
SR-1.1	Develop a clear description of each service report including its identity, purpose, audience and details of the data source.	Service Level Manager	M	1				✓
SR-1.2	Produce Service reports to meet identified needs and customer requirements. Service reporting shall include: <ul style="list-style-type: none"> <li>• performance against service level targets;</li> <li>• non-compliance and issues, e.g. against the SLA, security breach;</li> <li>• workload characteristics,</li> </ul>	Service Level Manager	M	1		✓		✓

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	e.g. volume, resource utilization; <ul style="list-style-type: none"> <li>• performance reporting following major events, e.g. major incidents and changes;</li> <li>• trend information;</li> <li>• satisfaction analysis.</li> </ul>							
SR-1.3	Ensure a framework to ensure that Management decisions and corrective actions are taken into consideration in the findings in the service reports and shall be communicated to relevant parties.	Service Level Manager	M	1				✓

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SR-1.4	Establish a framework to ensure that Management decisions and corrective actions are communicated to relevant parties.	Service Level Manager	M	1				✓

**Note:** No reports can be created without a Crystal Report Server.