

Enterprise Service Specification



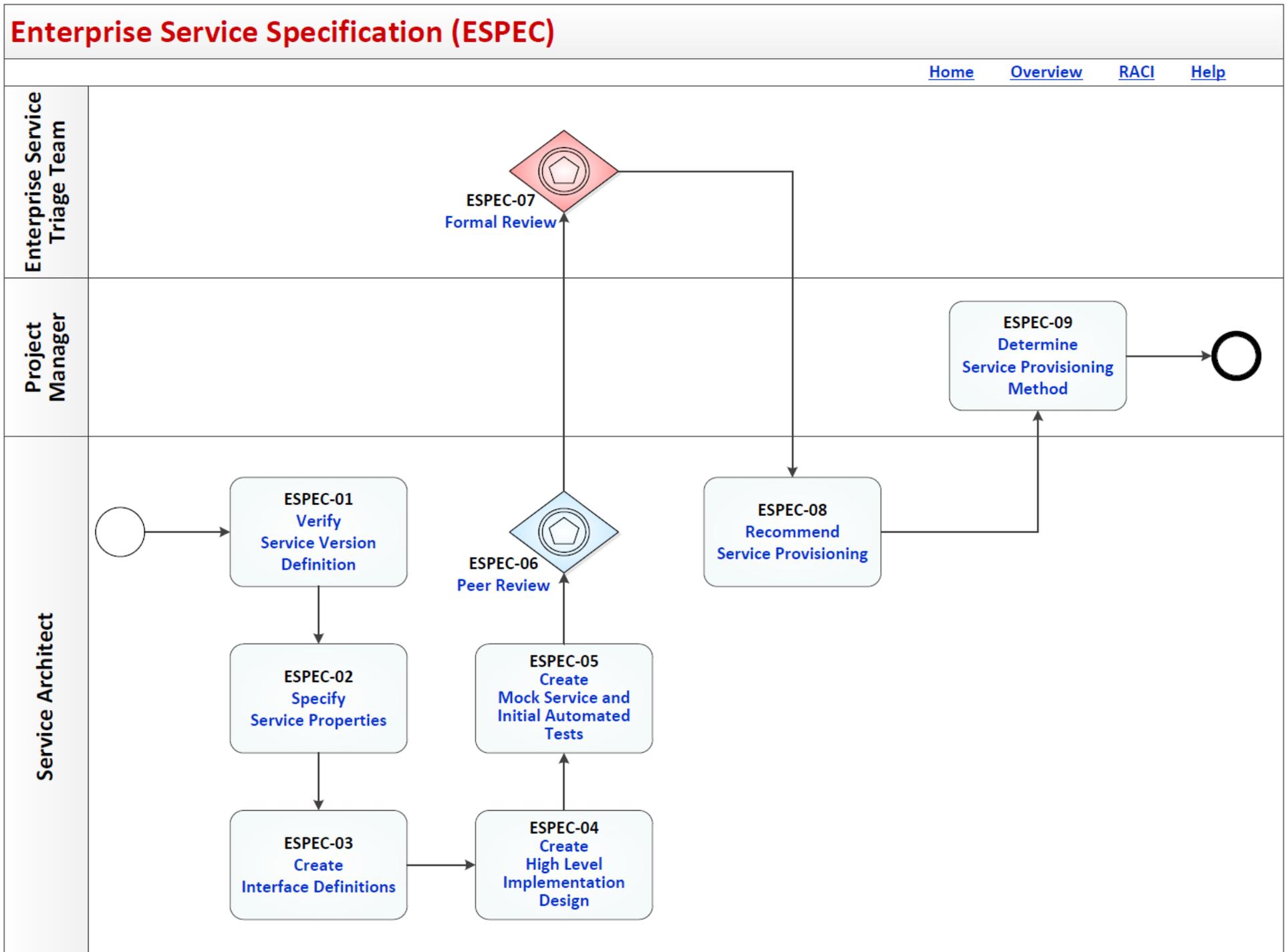
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Office of Information and Technology

Table of Contents

| | |
|--|-----------|
| Enterprise Service Specification Process Map | 1 |
| Process: Enterprise Service Specification | 1 |
| Enterprise Service Specification Description and Goals | 2 |
| Description | 2 |
| Goals | 2 |
| Enterprise Service Specification RACI Information..... | 3 |
| Enterprise Service Specification Associated Artifacts Information | 5 |
| Enterprise Service Specification Tools and Web Sites Information..... | 5 |
| Enterprise Service Specification Standards Information | 5 |
| Enterprise Service Specification Process | 6 |
| Process Activity Name: ESPEC-01 Verify Service Version Definition..... | 6 |
| Process Activity Name: ESPEC-02 Specify Service Properties..... | 7 |
| Process Activity Name: ESPEC-03 Create Interface Definitions..... | 9 |
| Process Activity Name: ESPEC-04 Create High Level Implementation Design | 10 |
| Process Activity Name: ESPEC-05 Create Mock Service and Initial Automated Tests..... | 12 |
| Process Activity Name: ESPEC-06 Conduct Peer Review of Service Specification Compliance | 13 |
| Process Activity Name: ESPEC-07 Conduct Formal Review of Service Specification Compliance | 15 |
| Process Activity Name: ESPEC-08 Recommend Service Provisioning | 16 |
| Process Activity Name: ESPEC-09 Determine Service Provisioning Method | 17 |

Enterprise Service Specification Process Map



Process: Enterprise Service Specification

Overview: The process map for Enterprise Service Specification cycles through the following process and review activities:

ESPEC-01 Verify Service Version Definition

ESPEC-02 Specify Service Properties

ESPEC-03 Create Interface Definitions

ESPEC-04 Create High Level Implementation Design

ESPEC-05 Create Mock Service and Initial Automated Tests

ESPEC-06 Conduct Peer Review of Service Specification Compliance

ESPEC-07 Conduct Formal Review of Service Specification Compliance

ESPEC-08 Recommend Service Provisioning

ESPEC-09 Determine Service Provisioning Method

Enterprise Service Specification Description and Goals

Description

The Enterprise Service Specification (ESPEC) process refines the preliminary requirements for a Service and produces descriptions in sufficient detail to define the messages, message content, and resulting behavior per the Service Charter. When services are reused, any additional requirements are addressed in the Service Description and new Service version process. The ESPEC process verifies that the new or enhanced service follows the architectural principles and standards as specified in the Enterprise Services governance and compliance criteria Epics and User Stories. The provisioning method for delivering the service is selected.

The ESPEC process is initiated by an approved project Business Epic or a preexisting Business Requirements Document. The Service Description and system design aspects are completed prior to Veteran-focused Integration Process (VIP) Critical Decision 1.

The leadership from the Enterprise Program Management Office (EPMO) Enterprise Service maintains governance over service specifications using the ESPEC process.

Goals

The goals of the Enterprise Service Specification process are to:

- Provide specific interface information, security requirements, and behavior information to allow the Service Integrator to complete the service Provisioning Phase of the Service Planning and Development Lifecycle
- Create or associate the design diagrams, applicable technical specifications, and service operations for the service
- Identify design dependencies associated with the service
- Define the service interface messages, message content and behavior
- Provide the essential information needed to determine the appropriate provisioning method for the service

Enterprise Service Specification RACI Information

The following describes the RACI information for this process:

ESPEC-01 Verify Service Version Definition

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: Business Analyst; Business Owner

Informed Role: None Listed

ESPEC-02 Specify Service Properties

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: Business Analyst; Business Owner; Service Consumer; Service Owner

Informed Role: Director, Health Care Security Requirements

ESPEC-03 Create Interface Definitions

Responsible Role: Security Architect

Accountable Role: Service Owner

Consulted Role: Service Integrator

Informed Role: Service Consumer; Service Owner; Enterprise Service Triage Team

ESPEC-04 Create High Level Implementation Design

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: Service Integrator

Informed Role: Service Consumer

ESPEC-05 Create Mock Service and Initial Automated Tests

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: Service Provider

Informed Role: Service Consumer; Service Integrator

ESPEC-06 Conduct Peer Review of Service Specification Compliance

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: None Listed

Informed Role: Service Integrator

ESPEC-07 Conduct Formal Review of Service Specification Compliance

Responsible Role: Enterprise Service Triage Team

Accountable Role: Chairs, Enterprise Shared Services Center of Excellence

Consulted Role: Service Architect

Informed Role: Business Owner; Project Manager; Service Integrator; Service Owner; Service Provider

ESPEC-08 Recommend Service Provisioning

Responsible Role: Service Architect

Accountable Role: Service Owner

Consulted Role: None Listed

Informed Role: None Listed

ESPEC-09 Determine Service Provisioning Method

Responsible Role: Project Manager

Accountable Role: Service Owner

Consulted Role: Service Integrator; Service Provider

Informed Role: Business Owner; Service Architect; Enterprise Service Triage Team

Enterprise Service Specification Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process includes:

Business Epic

Compliance Epic

Compliance Sub-epic

Compliance User Story

ESS Service Level Agreement Template

Review Findings Summary Template

Service Description Template

Service Level Agreement Template

WebSphere Service Registry and Repository (WSRR) Role Request Form Template

Enterprise Service Specification Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Requirements DOORS Next Generation

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Enterprise Service Specification Standards Information

Standards associated with this process (including hyperlinks) include:

Enterprise Messaging Infrastructure (eMI) Integration Guideline

ESS SOA Design Guidelines

IBM Rational Implementation - Rational DOORS

Quality Assurance Standard

Release Requirements User Stories Decision Tree

VA EA Enterprise Technical Architecture (ETA) Compliance Criteria

VA Enterprise Shared Services Strategy

Enterprise Service Specification Process

Process Activity Name: ESPEC-01 Verify Service Version Definition

Previous Activities

Process Begins

Next Activities

ESPEC-02 Specify Service Properties

Description

The Service Architect reviews the Business Epic, the associated Service Description (for a new service version), and verifies the software capability for the service is adequate for the service definition and Service Charter contained in the Service Description. The Service Description defines the set of operations needed independent of technology solutions. The review of the Service Description ensures the service identification characteristics and assigned service responsibilities are accurate, business function(s) satisfied by the service are defined, service version is defined, service type is correct, and the Quality of Service requirements are included. The Service Registration is updated as needed. For services that are in an operational phase, the current Service Level Agreement is verified and revised if needed.

Input

Business Epic

Service Description(s)

Service Level Agreement(s)

Service Registration

Output

Service Description(s) (Updated)

Service Level Agreement(s) (New or Updated)

Service Registration (Updated)

WebSphere Service Registry and Repository (WSRR) Role Request Form

Associated Artifacts

ESS Service Level Agreement Template

Service Description Template

WebSphere Service Registry and Repository (WSRR) Role Request Form Template

Service Level Agreement Template

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

Business Analyst; Business Owner

Informed Role

None Listed

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Service Registry Dashboard

VA EA Home

Rational Requirements DOORS Next Generation

Standards

Release Requirements User Stories Decision Tree

More Info

The ESS Strategy is referenced on the VA EA ESS Center of Excellence page.

Refer to the eMI WIKI Technical Corner How To? and eMI SOA Governance sections for services creation methods and policies for design-governance of SOA-based services.

For Developer access to the Service Registry, new users need to complete the WebSphere Service Registry and Repository (WSRR) Role Request Form and submit to the VA eMI Support mail group.

When the Service Level Agreement(s) is created or updated, also update the Compliance User Stories contained in the project/product instance of the Rational Requirements Management repository.

Process Activity Name: ESPEC-02 Specify Service Properties

Previous Activities

ESPEC-01 Verify Service Version Definition

Next Activities

ESPEC-03 Create Interface Definitions

Description

The Service Architect references the Service Description, Service Roadmap, and includes relevant service identification information, including service level definition section from the Service Description.

For services in production, a link to the Service Description is provided.

Input

Service Description(s)

Service Level Agreement(s)

Service Roadmap(s)

Compliance Epics

Compliance Sub-Epics

Compliance User Stories

Output

Updated Compliance Epics

Updated Compliance Sub-Epics

Updated Compliance User Stories

Associated Artifacts

Compliance Epic

Compliance Sub-epic

Compliance User Story

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

Business Analyst; Business Owner; Service Consumer; Service Owner

Informed Role

Director, Health Care Security Requirements

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

Standards

Enterprise Messaging Infrastructure (eMI) Integration Guideline

Release Requirements User Stories Decision Tree

More Info

Refer to the eMI WIKI Technical Corner How To? and eMI SOA Governance sections for services creation methods and policies for design-governance of SOA-based services.

When the epic, sub-epics, or user stories are updated, also update the Compliance User Stories contained in the project/product instance of the Rational Requirements Management repository.

Process Activity Name: ESPEC-03 Create Interface Definitions

Previous Activities

ESPEC-02 Specify Service Properties

Next Activities

ESPEC-04 Create High Level Implementation Design

Description

The Service Architect creates service interface definitions and service operation specifications which are adequate for use by service consumers. These are added to the Services Description and the service specification and implementation architecture views are revised as needed.

Input

Service Description(s)

Service Implementation Architecture

Service Specification Architecture

Output

Service Description(s) (Updated)

Service Implementation Architecture (Updated)

Service Specification Architecture (Updated)

Associated Artifacts

Service Description Template

Responsible Role

Security Architect

Accountable Role

Service Owner

Consulted Role

Service Integrator

Informed Role

Service Consumer; Service Owner; Enterprise Service Triage Team

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

None Listed

More Info

Refer to the VA EA Home Enterprise Shared Services / Service Oriented Architecture (SOA) Organization for the Advancement of Structured Information Standards (OASIS) SOA Reference Model to explain the relationships and interfaces between service providers and consumers and SOA terminology.

Process Activity Name: ESPEC-04 Create High Level Implementation Design

Previous Activities

ESPEC-03 Create Interface Definitions

Next Activities

ESPEC-05 Create Mock Service and Initial Automated Tests

Description

The Service Architect reviews the Service Specification Architecture diagrams and the Service Implementation Architecture and provides a high level description of the interface components. The Service Architect incorporates these into the Service Description.

Input

Service Description(s)

Service Implementation Architecture

Service Specification Architecture

Compliance Epic

Compliance Sub-Epic

Compliance User Story

Output

Service Description(s) (Updated)

Service Implementation Architecture (Updated)

Service Specification Architecture (Updated)

Compliance Epic (Updated)

Compliance Sub-Epic (Updated)

Compliance User Story (Updated)

Associated Artifacts

Service Description Template

Compliance Sub-epic

Compliance Epic

Compliance User Story

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

Service Integrator

Informed Role

Service Consumer

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

None Listed

More Info

Refer to the eMI Wiki Technical Corner How To? and eMI SOA Governance sections for services creation methods and policies for design-governance of SOA-based services.

Process Activity Name: ESPEC-05 Create Mock Service and Initial Automated Tests

Previous Activities

ESPEC-04 Create High Level Implementation Design

Next Activities

ESPEC-06 Conduct Peer Review of Service Specification Compliance

Description

The Service Architect creates a Mock Service that responds with standards messages that are sufficient to allow the Service Consumers to test their usage of service within the solution. The Mock Service allows for the generation of an initial set of automated tests for use prior to the completion the remaining service provisioning activities.

Input

Service Description(s)

Service Implementation Architecture

Service Specification Architecture

Output

Initial Automated Tests

Mock Service

Service Description(s) (Updated)

Associated Artifacts

Service Description Template

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

Service Provider

Informed Role

Service Consumer; Service Integrator

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

None Listed

More Info

Refer to the One-VA Technical Reference Model for approved system testing tools that may be useful for developing the Mock Service and Initial Automated Tests.

Refer to the eMI WIKI Technical Corner for additional guidance.

Process Activity Name: ESPEC-06 Conduct Peer Review of Service Specification Compliance

Previous Activities

ESPEC-05 Create Mock Service and Initial Automated Tests

Next Activities

ESPEC-07 Conduct Formal Review of Service Specification Compliance

Description

The Service Architect has another Service Architect review Service Description for consistency. The service design, the Service Implementation Architecture and Service Specification Architecture are reviewed by the Project Team and for accuracy and completeness for the Service Description. The Service Architect has the documents review findings and resolves the inconsistencies uncovered during the review. When the review findings are addressed, the Service Architect informs Enterprise Shared Service Center of Excellence, Service Owner, and other stakeholders that the service is ready for a formal Service Specification Compliance Review. The Service Architect updates the Service Registry and verifies all required documents have been posted to the Rational Team Concert project folder.

Input

Initial Automated Tests

Mock Service

Service Description(s)

Service Implementation Architecture

Service Registry Entry

Service Specification Architecture

Compliance Epic

Compliance Sub-Epic

Compliance User Story

Output

Initial Automated Tests (Updated)

Mock Service (Updated)

Review Findings Summary

Service Implementation Architecture (Updated)

Service Registry Entry (Updated)

Service Specification Architecture (Updated)

Compliance Epic (Updated)

Compliance Sub-Epic (Updated)

Compliance User Story (Updated)

Associated Artifacts

Review Findings Summary Template

Compliance Epic

Compliance Sub-epic

Compliance User Story

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

None Listed

Informed Role

Service Integrator

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

Quality Assurance Standard

More Info

Refer to the eMI Wiki Technical Corner, eMI Software Oriented Architecture (SOA) Governance section for policy and guidelines.

Process Activity Name: ESPEC-07 Conduct Formal Review of Service Specification Compliance

Previous Activities

ESPEC-06 Conduct Peer Review of Service Specification Compliance

Next Activities

ESPEC-08 Recommend Service Provisioning

Description

The Enterprise Service Triage Team conducts and facilitates a formal review of the service design for compliance with the enterprise Messaging Infrastructure policies and guidelines and the VA Enterprise Architecture (EA) Enterprise Technical Architecture (ETA) Compliance Criteria. The Enterprise Service Triage Team assigns appropriate Service Architects and Subject Matter Experts to conduct the review of the Service Description, and related service specification documents, for compliance. The Enterprise Service Triage Team issues an Assertion of Design Compliance which authorizes development to begin in the Provisioning Phase.

Input

Initial Automated Tests

Mock Service

Review Findings Summary

Service Description(s)

Service Implementation Architecture

Service Specification Architecture

Compliance Epic

Compliance Sub-Epic

Compliance User Story

Output

Assertion of Design Compliance

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Triage Team

Accountable Role

Chairs, Enterprise Shared Services Center of Excellence

Consulted Role

Service Architect

Informed Role

Business Owner; Project Manager; Service Integrator; Service Owner; Service Provider

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

Quality Assurance Standard

VA EA Enterprise Technical Architecture (ETA) Compliance Criteria

More Info

VA EA ESS Center of Excellence Charter describes roles and responsibilities.

Process Activity Name: ESPEC-08 Recommend Service Provisioning**Previous Activities**

ESPEC-07 Conduct Formal Review of Service Specification Compliance

Next Activities

ESPEC-09 Determine Service Provisioning Method

Description

The Service Architect notifies the Service Owner that all service design elements are complete, service design compliance criteria has been met, and the service is ready to provision.

Input

Assertion of Design Compliance

Service Registry Entry

Output

Notification of Service Ready for Provisioning

Service Registry Entry (Updated)

Associated Artifacts

None Listed

Responsible Role

Service Architect

Accountable Role

Service Owner

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

None Listed

More Info

Refer to the eMI WIKI Technical Corner, eMI Software Oriented Architecture (SOA) Governance section for policy and guidelines.

Process Activity Name: ESPEC-09 Determine Service Provisioning Method**Previous Activities**

ESPEC-08 Recommend Service Provisioning

Next Activities

Process Ends

Description

The Project Manager uses the approved Service Description which includes the Service Charter to determine how to best achieve the service design by purchasing a Commercial Off-The-Shelf (COTS) solution, reusing a Government off-the-shelf (GOTS) solution, or building a solution in-house. The Project Manager identifies the actions needed to provision the service(s) in

accordance with the Service Charter(s). The Project Manager updates Service Description with the determination and proceeds to work with the Service Owner to initiate the actions needed to provision the Service.

Input

Notification of Service Ready for Provisioning

Service Description(s)

Output

Estimated Resources and Funding for Service Provisioning

Service Description(s) (Updated)

Service Provisioning Method

Associated Artifacts

Service Description Template

Responsible Role

Project Manager

Accountable Role

Service Owner

Consulted Role

Service Integrator; Service Provider

Informed Role

Business Owner; Service Architect; Enterprise Service Triage Team

Tools and Websites

Enterprise Messaging Infrastructure (eMI) WIKI Home

One-VA Technical Reference Model

Rational Software Architect

Rational Team Concert (Change/Configuration Management)

Service Registry Dashboard

VA EA ESS Center of Excellence

VA EA Home

Standards

VA Enterprise Shared Services Strategy

More Info

The Service Owner follows the VA Enterprise Shared Service Strategy in formulating Acquisition Strategy and an analysis of alternatives when the provisioning method is a buy of the service.

The provisioning method for enhancing an existing service is to reuse an existing service.

END OF PROCESS