

“Light version” of Service Description Template : list of items to be considered

(Please find below this list for a the “Light” version NREN Service Description Form)

I. General Service description:

- 1.1 Name of the service (“brand name “ ?)
- 1.2 Service Category: -> see NREN Services category list
- 1.3 Brief description of Service
- 1.4 URL: *(dedicated web pages/portal for service)*

II. Scope (to whom is service offered ?)

- 2.1 Service offered to: connected institutions/ end users
- 2.2 Service is: standard - optional/additional *(=not included in basic service package)*
- 2.3 User category: Service designed / offered for => research/education/general users/...
- 2.4 Estimated/expected usage of service

III. Development of Service

- 3.1 Technology used :
- 3.2 Development was done : in house/3rd party/ in collaboration with/...
- 3.3 Manpower used for development MD
- 3.3 Total budget used: xxxxxxxx EUR

IV. Product management aspects:

- 4.1 Pricing:
- 4.2 Service Level Specification or SLA ?
- 4.3 Adoption/Promotion/communication ?
- 4.4 Manuals – Support pages ?.

“Light version“ NREN Service Description Form”

I. General Service description:

- 1.1 (Brand) Name of service:
- 1.2 Service Category:
- 1.3 Brief description of Service (2 max. lines)
- 1.4 URL:
(dedicated web pages/portal for service)

II. Scope (to whom is service offered ?)

- 2.1 Service offered to:
 - Connected institutions
 - directly to end users
- 2.2. Service is offered:
 - standard (offered to all customers/users – in basic service offer)
 - Optional/additional (on demand- not included in basic service offer)
- 2.3 Service designed and offered for (~user category):
 - Research/scientific means
 - Educational means
 - General means: improvement for ICT-infrastructure of campus networks/LAN's connected institutions
 - Other:.....
- 2.4 Estimated/expected usage at present:
 - Connected institutions: #: ratio:.....%
 - End users of NREN #: ratio:.....%

III. Development of Service

- 3.1 Technology used (max.. 2 lines) :
- 3.2 Development was done :
 - in house
 - by third party (outsourced)
 - in collaboration with other NREN's (for ex. TERENA TF collaboration)
 - in collaboration with /by a connected institution to the NREN
 - other:
- 3.3 Manpower used for development: ...FTE - Man Days
- 3.4 Total budget used: xxxxxxxx EUR

IV. Product management aspects

- 4.1 **Pricing** : Is the service charged (extra) to institution/user ?
 - Yes
 - No

If yes: please give some explanation on the **pricing scheme** (max 2 lines – cost,...):

- 4.2 **SLA**: Is the service is offered with **Service Level Specification or Agreement** ?
 - Yes, SLS
 - Yes, SLA
 - No
 - on best effort basis only

- 4.3 Initiatives taken to **communicate about and stimulate adoption of** the new service towards users/customers:
 - via (e-)mailing
 - via website
 - via hands-on workshop
 - training for users
 - customer visits
 - other:.....

- 4.4 Which **guidance** / information was produced for the service:
 - general documentation
 - user manual
 - best practices
 - dedicated web pages: http://.....
 - Other:...

V. Remarks + other useful information about the service:

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