



What are Enterprise Design Patterns?

Reusable templates that guide the enterprise to implement a set of technologies in standard ways

How do Enterprise Design Patterns relate to the Enterprise?

Enterprise Design Patterns translate OI&T's strategic goals, as documented in the Enterprise Technology Strategic Plan (ETSP), into "real world" direction to guide system design

How can I learn more?

To learn more about Mobile Enterprise Design Patterns, contact Jacqueline Meadows-Stokes (Jacqueline.Meadows-Stokes@va.gov).

To read the full document, see the TS website: www.techstrategies.oit.va.gov

To ask questions about Enterprise Design Patterns in general, reach out to AskTS@va.gov

Enterprise Design Patterns: Service Strategy

- **Enterprise Design Pattern Scope:** The Department of Veterans Affairs (VA) is establishing an enterprise framework for consistent IT service management (ITSM) processes for IT assets and configuration items (CI), as documented in the ITSM Enterprise Framework Enterprise Design Pattern. Proactive planning for VA's catalog of IT services requires a standardized approach to Service Strategy based on IT Infrastructure Library (ITIL) best practices. The primary purpose of service strategy is to set and manage the overall strategy for IT, based upon the organization's overall business strategy, so that appropriate IT services can be provided. Therefore, strategic thinking must be applied to service management. The Service Strategy Enterprise Design Pattern defines the service portfolio and any new additions to it, and provides input to service architecture so that the appropriate IT services can be designed and delivered to meet required business outcomes.
- **Current State:** This Enterprise Design Pattern establishes the framework and relevant use cases for Service Strategy, based on ITIL, which will improve IT service alignment to enterprise business requirements. Some elements of ITIL based service strategy currently exist within VA (e.g. service catalogs, portfolio management). These are often independent of each other and provide services within their own programs. The Intake Business Needs (INBN) process identifies business needs and product planning for future IT services based on customer demands and takes place at the program level with the submission of business needs to OI&T through the Business Needs Intake and Analysis (BNIA) portal. There are elements of Strategy Management of IT services being utilized within Enterprise Shared Services (ESS) Center of Excellence (CoE) including program level (FoSIM and SOA) service portfolios.
- **Design Pattern Solution:** An enterprise-wide approach to Service Strategy will address unique requirements of a multi-vendor environment and ensure situational awareness. Service Strategy determines which services to offer and what capabilities need to be developed.

The "to-be" Service Strategy framework includes a set of enterprise processes and approaches to define customer needs, develop service offerings and strategic assets, and prepare for execution. The following sections provide guiding principles based on ITIL that will help achieve the following objectives:

- Expand upon e-service catalogs and service portfolios used at the program level. Utilizing these program level portfolios to create an enterprise-level portfolio and adequately addressing SPM to include IT assets and CIs will help strengthen the Service Strategy within VA.
- Leverage the existing INBN process at the enterprise level to make decisions related to demand management and business relationship management. This will assist in investment prioritization as well as resource allocation across the enterprise.
- Execute the Product Analysis (PRAN) process in ProPath to analyze business needs in a portfolio-based manner based on customer demands for enterprise services. This includes processes for gathering requirements, evaluating architectural feasibility, and creating initial service level agreements (SLAs).
- Consolidating existing services from VA lines of business to create an enterprise level service strategy will streamline service portfolio management within the Agency.