

Service Name

Service Specification

Last Revision Date: xx/xx/xxxx

Last Version: WIP 1.00

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Change Log

| Name | Date | Description |
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Service Name- Service Specification

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1 Service Description

1.1 General Service Information

Service name

(Mandatory item) A unique name, identifying this specific service. This name will be used when communicating about this service with other parties.

Service version

(Mandatory item) Indicate the version number of this service.

Contact

(Mandatory item) The name of the person, including department, phone number, e-mail address. etc., who can provide (additional) information regarding the service.

ia³ Domain

(Mandatory item) The ia³ domain to which the service would belong. For example Information Domain, Application Domain or Integration Domain.

Short description

(Mandatory item) A short functional description of the service, no longer than one sentence, focusing on its main purpose and business function.

Line of Business

(Mandatory item) Indicate the Line of Business to which the service belongs or provides functionality to. Examples include Life, Annuity, etc.

1.2 Detailed Service Description

(Mandatory item) Here, you can further describe and explain the functionalities of the service more in detail. Address all relevant topics that can be of interest during the approval-process of this service and, afterwards, during the (re-)use of this service. This additional information can be free form text, drawings, diagrams, graphs, etc.

1.3 Security Information

Confidentiality classification

(Mandatory item) Classify and explain the level of Confidentiality of this service. Confidentiality regards the protection of sensitive information from unauthorized disclosure or intelligible interception.

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Select one of:

- C-1 – Public (lowest)
- C-2 – Restricted
- C-3 – Confidential
- C-4 – Secret (highest)

Integrity classification

(Mandatory item) Classify and explain the level of Integrity of this service. Integrity regards safeguarding the accuracy, completeness, and timeliness of information, IT systems and computer software (including the ability to audit these). The Integrity classification of the service is mainly determined by the integrity-requirements of the data managed by the service together with the functionality/operations of the service.

Select one of:

- I-1 – Nominal (lowest);
- I-2 – Standard;
- I-3 – Individual;
- I-4 – Double Intervention (highest)

2 Service Operations

The goal of this section is to provide additional information to (potential new) service requesters to raise their understanding of the main purpose and business functions of this service. The level of detail provided in this section should contribute to this goal.

The Input & Output information should be provided in a human readable and understandable format, e.g. an UML model, an XML Schema (XSD), a Word-table or an Excel-table.

Each Operation contained in the service will have an associated section to detail out the specifics of the operation, including the name, description, inputs, outputs and exceptions.

2.1 Operation X

2.1.1 General Operation Information

Operation Name

(Mandatory item) A unique name, identifying this specific operation. This name will be used when communicating about this operation with other parties.

Short description

(Mandatory item) A short functional description of the operation focusing on its main purpose and business function.

Detailed Description

(Mandatory item) Here, you can further describe and explain the functionalities of the operation more in detail. Address all relevant topics that can be of interest during the approval-process and, afterwards, during the (re-)use of this service. This additional information can be free form text, drawings, diagrams, graphs, etc.

Communication pattern

(Mandatory item) The communication pattern describes the pattern of interaction used when invoking the operation. Select one of:

- **Request/Reply** *(This is a communication pattern in which the service requester sends a request to the service provider. The service provider processes the request, and sends a reply back to the requester. This is an on-time operation, meaning that there are no (long) time intervals between sending the request, the processing of the request, and sending the reply)*
- **Fire & Forget.** *(This is a one-directional communication pattern: the requester sends a request, the provider receives and processes it, but no reply is sent back to the requester. The requester does not know when its request will be received or processed by the provider)*

Preconditions

(Mandatory item) Indicate and describe the conditions that a requester of this operation has to meet and the checks he has to perform in order to assure optimal, secure and error-free execution and performance of this operation.

Examples of measures to be taken by the requester are:

- Provide and validate necessary information
- Perform necessary (minimum) security checks

The preconditions can be a textual description, but also a graphical representation of actions/measures taken by the requester.

Post conditions

(Mandatory item) Indicate the possible states after processing the request (e.g. output provided, return codes / completion codes / Security errors, items updated, etc.). If appropriate, also describe possible error-handling procedures.

2.1.2 Input

(Mandatory item) List the attributes and (eventually) process management items in that are used in the input of the operation. Indicate the recurrence of these items and visualize their hierarchy. Provide information regarding restrictions of the values of the item. Indicate whether the item is mandatory (MAN) or not (optional: OPT).

2.1.3 Output

(Mandatory item for Request /Reply -communication, not applicable for Fire & Forget -communication) List the attributes and (eventually) process management items (like return codes / completion codes / Security errors) that are used in the in the output of the operation. Indicate the recurrence of these items and visualize their hierarchy. Provide information regarding restrictions of the values of the item. Indicate whether the item is mandatory (MAN) or not (optional: OPT).

2.1.4 Exceptions

(Mandatory item) List the exceptions / errors that can be encountered and returned as a result of calling this operation. Each exception provided should include a definition of the exception as well as the reason the exception would be raised.

3 Technical Specifications

3.1 Quality of Service

Availability

(Mandatory item) Indicate the availability of this service in hours per day, days per week, planned maintenance, Mean Time Between Failure (MTBF), maximum allowed unavailability.

Capacity/performance

(Mandatory item) Indicate the maximum number of requests per second, maximum number of requests per day, peak performance, and normal/average performance of this/these service-implementation(s).

Handling time characteristics

(Mandatory item) Indicate the normal/average and maximum time to fully process a service request in this implementation.

3.2 Availability Classification

(Mandatory item) Classify and explain the level of Availability of this implementation.

Select one of:

- A-1 – Recoverable (lowest)
- A-2 – Cold Standby
- A-3 – Hot standby
- A-4 – Fail safe (highest)

3.3 WSDL

(Mandatory item) List the URI's for the WSDL for the service across all environments where the service is available.

| URI | Environment |
|-----|-------------|
| | Development |
| | QA |
| | Production |