Transport for London

Service models

TfL Online manages a range of digital sites and services, including their associated operating processes. These are documented in a series of service models.

Audience

- Suppliers
- Stakeholders
- Developers
- Project and relationship managers
- Testing team

Outline

1. The design of services and their associated operating processes is documented in a series of service models. Each model provides a different view of the services and operating processes.

2. A typical set of models and their purpose is as follows:

   - **Service requirements**

     These requirements document what a service should do, and also any parameters, eg the speed of response the service should meet

   - **Business architecture**

     This outlines what processes and services should be in place so that TfL's digital sites and services continue to function

   - **Technical architecture**

     This outlines what software needs to be supported. They also document the software used to support service operation, eg website-use simulators

   - **Infrastructure architecture**

     This describes the infrastructure that needs to be supported

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- **People**

  These models document who will be involved in the support of a TfL site or service. This will include teams within TfL and other third parties, such as software suppliers, who have roles in providing support

- **Process models**

  Process models outline the steps that need to be taken in order to keep TfL's sites and services functioning as expected

3. There are inter-relationships between different aspects of each service. For example, there is a link between tasks and the people who perform them. Inter-relationships are either mapped in the models themselves or via separate Traceability Matrices which show the link between two or three different aspects of a service model

4. We use recognised standards and guidelines to produce models, including:

- **Information Technology Infrastructure Library (ITIL)**

  This is the most widely adopted guidance for IT service management worldwide. It was created by experts who incorporated the learning experiences and practices of leading organisations, 'best-in-class' practitioners and IT service providers from around the world

- **ArchiMate**

  This offers a common language for describing the construction and operation of processes, organisational structures, information flows, IT systems and technical infrastructure. This helps stakeholders design, assess and communicate the consequences of decisions and changes

- **Business Process Modelling Notation**

  This provides businesses with the capability of understanding their internal business procedures in a graphical way and gives organisations the ability to communicate these procedures in a standard manner

Why we do this

Models are produced to:

- Allow both the development and management teams to understand and approve the scope of a service

- Describe key interactions, including the interaction between people, processes and systems within and outside of TfL Online

- Check and test the completeness and accuracy of planned services

Further reading

More information on ITIL can be found on the ITIL website.

Service Design is one of ITIL's five core publications, which are available through the ITIL website.

ArchiMate is a standard for modelling enterprise architecture developed by the Open Group. More information can be found on the Open Group website.

BPMN is produced and maintained by the Object Management Group, and the standards can be found on the BPMN website.

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Name	Title	Date	Comments

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