|  |
| --- |
| **NEW SERVICE PROPOSAL FORM****Instructions:*** **This purpose of this document is for Service Planning – to a) Stage 1 - Assess potential new services which are delivered via projects and b) Stage 2 - evaluate the Business Case. If the information is known a&b can be assessed together**
* **The document should be completed by the Business Owner (Client Contact, Service Owner or Innovation Group) where the relevant information is known**
* **The information provided should be reviewed with the Service Planning Group**
* **This process applies to Client (ServicePlan), PMO and HEAnet Service proposals as well as all PMO projects**
* **Subject to approval, the Service or Project proposal can proceed for Technical Evaluation or the PMO Validation as appropriate**
 |
| **Service Proposal Name** |  | **Service Proposal Owner** |  |
| **Proposal Date** |  | **HEAnet Service Owner****(if proposal relates to existing service)** |  |
| **Project Funding Source** **e.g. HEA/CHI, HEAnet, Client, None** |  | **Project Budget Estimate (€) incl. VAT** |  |
| **Supporting Clients & Contacts names (who are requesting the service and committing to avail of it)** |  |
| **Service/Project Description****(please include any relevant associated documents with the proposal)** |  |
| **Project Drivers**  | [What has prompted this project proposal? Why is the project being done, what will it achieve, how will it achieve this? |
| **Project Objectives**  | [Please detail the objectives or outcomes of the proposed project] |
| **Project Benefits** **(please describe and quantify where possible)** | [Please detail the expected benefits of the proposed project/service for HEAnet and/or HEAnet clients] |
| **Project Success Outcomes** | Please define the criteria for a successful service will achieve e.g. a benefit realised by X% of academic institutions |
| **In Scope for Proposal** |  |
| **Out of Scope for Proposal** |  |
| **Market Analysis****(is a similar product available in the marketplace)** | [Please provide detail on why a HEAnet developed service is more appropriate than a Brokered solution if there is an alternative in the marketplace] |
| **Project Resource Impact (by Team)**  | [ ] Networking | [ ] Systems | [ ] Service Architecture | [ ] Security | [ ] Management | [ ]  Brokerage | [ ]  Other (please specify) |
| **Resource Estimate (person days) per team** |  |  |  |  |  |  |  |
| **Project Type****HEAnet Internal or Client Service** |  | **Priority** **High / Medium / Low** | High – needed within the next 12 monthsMedium – needed within 12 – 24 monthsLow – needed within 24 – 36 months |

|  |
| --- |
| **2 Service/Project Details (to assess future Production service)****Note: if the service proposal is for a Pilot, the assessment should be evaluating a future production service based on the Pilot** |
| **Client Sponsor** |  | **Service Stage****e.g. POC, Pilot, Production** |  |
| **Forecast total number of HEAnet target clients service applies to** |  | **Client Uptake – Confirmed No. of Academic Client Intention to Avail of Service** | Universities No:IOTs No:Other Institutions No:(confirm names) |
| **Data Protection Impact e.g. is PII or confidential information required or shared externally? If yes, please refer to DPO.** |  | **Risks and Rating****(High, Medium, Low)** |  |
| **Proposed Service Lifetime** |  |  |  |
| **Viability of Resource & skillset requirements for production service over service lifetime****1 = weak, 3 = good , 5 = v high** |  | **Assessment of HEAnet capability to meet SLA requirements** **1 = weak, 3 = good , 5 = v high** |  |
| **Technical Architecture & Alignment (0 – 5)****1 = weak, 3 = good , 5 = v high****(Engineering Standards & Tech Strategy)** |  |
| **Finance Impact e.g. Billing** |  |
| **Other Information to verify if service is Common, Repeatable & Shareable (0-5)****1 = weak, 3 = good , 5 = v strong case** |  |

|  |
| --- |
| **3 Project Risk Assessment (RAID)**  |
| **Assumptions** | **Dependencies/Impacts** | **Constraints** | **Key Project Risks** |
| 1. …
2. …
 | 1. …
2. …
 | 1. …
2. …
 | 1. …
2. …
 |

|  |  |
| --- | --- |
| **4 Business Alignment (Score 0 – 5 where is very high)** |  |
| **Aligned to HEAnet Strategic Objectives**  | **Cost Savings** | **New Service / Service Enhancement** | **Aligned to Client Needs and Service Demand** | **Other** |
| 0 | 0 | 0 | 0 | 0 |
| Please provide justification including vision statement & goal | Please provide justification | Please provide justification | Please provide justification | Please provide justification |

|  |
| --- |
| **5. Stage 1 : Service Assessment Decision** |
| **Service Proposal Assessment Conclusion by Service Planning Group****Approval/rejection & Reasons** | Service Proposal Approved : Yes/No |
| **Additional Comments** |  |
| **Signed** |  |

**Note** : The conclusion should be communicated by the Service Planning Group to all stakeholders. The Service proposer may wish to resubmit a revised proposal based on feedback from the Service Planning Group.

|  |
| --- |
| **6. Stage 2 - Business Case Assessment**Please include detailed additional supporting information to support the Business case e.g.* Evidence of financial planning and forecasts – projected income and costs
* Please itemise all costs in providing this service over the service lifetime
* Evidence of client demand e.g. email to confirm service uptake
 |
| **Financial Sustainability over Service Lifetime****1 = weak, 3 = good 5 = v positive****e.g. CHI, Clients, no cost** |  | **Resourcing/Skillsets Sustainability over Service Lifetime****1 = weak, 3 = good 5 = v positive** |  |
| **Please describe how the service will be funded (charging model, capital grant)** |  | **Please define the minimum number of clients required for financial breakeven.** |  |
| **Client Service Uptake Commitments / Demand over Service Lifetime****1 = weak, 3 = good 5 = v positive** | Client demand over service lifetime including ability of HEAnet to evolve service as needs evolve | **Client agreement to Service Charges****(if applicable)** |  |
| **Estimate of the business benefits to HEAnet Clients/Return on Investment**  |  |
| **Please define any external contractual commitments required for service delivery.** |  | **Business Case Decision****(Approved / Rejected)** |  |
| **Proposed Prioritisation / Scoring (1 – 5)****1 = Critical****2 = Very High****3 = High****4 = Medium** **5 = Low** |  | **Tier Rating (1-4)****1=Stuff we need to do****2=PMO / ServicePlan****3=Team Internal****4=Team task/major Activity****(1&2 = PMO projects)** |  |
| **Budget Viability Assessment** | Is the proposed budget available ? | **Resource (days) approval** |  |
| **Project Sponsor (if known)** |  | **Project Manager (if known)** |  |
| **Additional Actions or Comments**  |  |
| **Reason for approval/rejection of Business Case**  |  |
| **Signoff – Service Planning Group** |  |
| **Follow-on Actions/Notes**  | e.g. approval subject to specific conditions or follow on actions |

**Note:**

1. Services/projects which are approved should be added to the Workplan and validation by the PMO as a PMO project.