

24. DESIGN COORDINATION

Topic/Question	
24.1	<p>Define & Maintain policies and methods Does the tool facilitate the definition, maintenance and communication of design policies and methods?</p>
24.2	<p>Plan design resources & methods Does the tool enable planning of the methods and resources to be used in design?</p>
24.3	<p>Coordinate Design Activities Does the tool provide workflow and document management to support the coordination of design activities?</p>
24.4	<p>Manage Design risks & Issues Does the tool provide a means to register, track and manage risks and issues arising from design and to associate them with requirements?</p>
24.5	<p>Design Review & handover Does the tool provide the means to review all design documents, raise and record in the SDP related issues and/or risks and enable proper authorisation of acceptance or required mitigation of these?</p>
24.6	<p>Service Design Package Does the tool provide a service design package (SDP) with all the required information, centralised access, version control, workflow, and links to service portfolio and service catalogue required to drive the full service lifecycle including the hand- over from service design to service transition?</p>
24.7	<p>Requirements Engineering Does the tool support the business analysis activities required for requirements engineering (as in DSDM) - including: enterprise analysis, stakeholder identification, and the elicitation process and requirements analysis?</p>

24.8 Non-Technical Requirements
Does the tool support the elicitation, definition, registration, tracking, validation of non-technical (non-functional) requirements for the organisation, including: user training, supportability, support staff training, marketing and communication related to the service and its deployment, service documentation, operational, organisational and cultural readiness?