



Service acceptance criteria

Service acceptance criteria and plans are developed to check everything is in place before a new or enhanced service is made available to users. Acceptance criteria will often be documented in a checklist which is completed prior to release of a service. They are developed for each major service release.

Audience

- Suppliers and contractors
- Stakeholders
- Developers
- Designers
- Project managers
- Relationship managers

Background

TfL sites and services are kept running by internal and external support teams. These teams use a set of pre-defined processes based on Information Technology Infrastructure Library (ITIL) service management.

ITIL 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.

Outline

1. The ITIL definition of service acceptance criteria is:

A set of criteria used to ensure that a service meets its functionality and quality requirements and that the service provider is ready to operate the new service when it has been deployed

2. Each set of acceptance criteria is unique. However, they will typically cover the following main areas:

- **Requirements**

Acceptance should check whether requirements for a solution have been met. Not all requirements need to have been met. For example, there may be a plan to add additional functionality at a later date. If not all requirements are met, TfL Online will either accept that a requirement will be met at a later date or that the risk of not meeting a requirement will have an acceptable impact on the operation of a site or service

- **Testing completed**

All testing has been completed, and if any defects identified during testing remain, there will be minimal impact on the operation of the site

- **Support arrangements/structures are in place**

All parties supporting the website, including TfL Online teams, internal support providers and external service providers, have been identified. All parties involved must be aware of their responsibilities

- **Third part agreements are in place and have been tested**

If support is being provided by a third party, the scope of that support needs to be documented, implemented and tested prior to commencement of service operation. If the third party is another group within TfL, support agreements should be documented in an operational level agreement (OLA). Contracts need to be in place with external third parties

- **Support and technical documentation is in place**

Service, process and technical documentation is in place and the responsible support organisation is able to access the documentation

- **Support software and tools are in place**

Any support software or tools are in place and are configured correctly

- **Staff have been recruited and trained**

Support staff have been recruited and trained to support TfL's digital sites and services. This includes training in the technologies used to deliver these and knowledge transferred from development to support

teams. All knowledge on how to support a system (eg past incidents and their associated resolution) should be consolidated in a central location

- **Cut over plans are in place and have been tested**

Plans on how a new service will replace any existing service need to be developed and tested

- **Roll back plans are in place and have been tested**

Roll back plans need to be developed and tested so that if a release fails, any existing service will continue to be available to users

Service acceptance criteria are developed so that the required availability and resilience of the service in operation can be met.

Why we do this

Having service acceptance criteria in place means there is a formal process to check new releases or changes to TfL's digital sites and services, and ensure they do not affect the performance of the service.

Further reading

More information on ITIL can be found on the [ITIL website](#).

Service acceptance is documented in the ITIL Service Transition publication, which is available through the ITIL website.

Type: Guidelines
Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	08/11/2013	First issue

Review History

Name	Title	Date	Comments
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