Goto AQUA

VOLVO

Volvo Information Technology

Title **Authorisation routine for Products and Services**				Reg. No. **0531163927DAG**	Version 1
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Business Guiding Principles valid for:	Function area I&O; ST	Country Sweden	Location All Locations	Unit/dept All Units	

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Authorisation Routine for Products and Services

1.1 Product/Service Authorisation Routine

Authorisation in this text is equal to that a Products/Service is **made available** for Volvo IT's customers.
After authorisation they can be found in Volvo IT's Product/Service portfolio.

This routine should be used for all authorisations of Products and Services from Volvo IT, after the acceptance, by the appropriate Product Area Manager, of a Product/Service release.

1.2 New Products/Service – creation routine

1. The PAM appoints a Product Manager or Product Responsible for the new Product/Service. This shall be done in consultation with the appropriate line managers.

2. Give a unique name/identifier to the Product/Service

3. Document the following mandatory information about the new product. To be documented in a database specified by the approver.
a) Product /Service Name
b) Responsible PAM
c) Responsible PM or PR
d) Support class: according to the BMS/AQUA-document **Support Classification**
e) Lifecycle class: according to the BMS/AQUA-document **Lifecycle Classification**
f) Product/Service calculation, including appropriate codes(financial)

4. Support established according to VISITS demands in http://help.volvo.se/indexvisits.htm

5. Document the following mandatory routines
a) Order routine
b) Distribution routine
c) Implementation routine(instructions)
d) Pricing structure, usage cost and charging routine

6. Create a checklist for optional information that should be documented for the

Product/Service
a) Affected Service Level Specification (SLS)
b) Availability of Service
1. Global Service
2. Local Service
c) Category of Product/Service
1. General available Product/Service
2. Customer Specific Product/Service
d) Quality Assurance(QA) documentation for the Product/Service accepted by PM
e) For Products/Services that includes externally licensed code the following items may apply
- Vendor agreement
- Specific support agreement
- Licence cost according to a specific agreement
f) Education program
g) Other items from different review documents

7. PAM authorises/rejects the new Product/Service

8. Announcement letter according to the BMS/AQUA-document **Announcement guidelines and rules**

1.3 Changes of existing Products/Service - announcement of new releases

Check the new release according to mandatory information and the optional checklist for the specific Product/Service (according to point 3 above).

Create and publish an Announcement letter - according to the BMS/AQUA-document **Announcement guidelines and rules**.

1.4 Termination of Products/Services

This should be made according to the BMS/AQUA-document **Termination of program products**.

2. Products, Services and roles

2.1 Definitions used in this document

2.1.1 Definition of a Product:
A uniquely identified package of SW/HW. The package should be available for order and delivery.
The product can be available from an internal or external source.

2.1.2 Definition of Service:
An offer to do/perform specific tasks for someone else, regulated by terms and conditions.
The service should be available for order and delivery from an organisation.

2.1.3 Usage of the definitions:
The Products described is produced with the intention of creating Services based on the

Product code.

The Services is intended to be provided to the user community by Local Operation Centres (LOC).
To create Services from Products a rollout activity needs to be carried out.

Rollout activity: Starts with a committed business case from the Service Provider (LOC) for the targeted
customers/users. Then the local production equipment needs to be acquired and the production staff
recruited and trained, usually local routines need to be created. The new local Service also needs to be
described and communicated to the user community.

All activities should follow documented routines described with enough level of details to able to be reviewed.
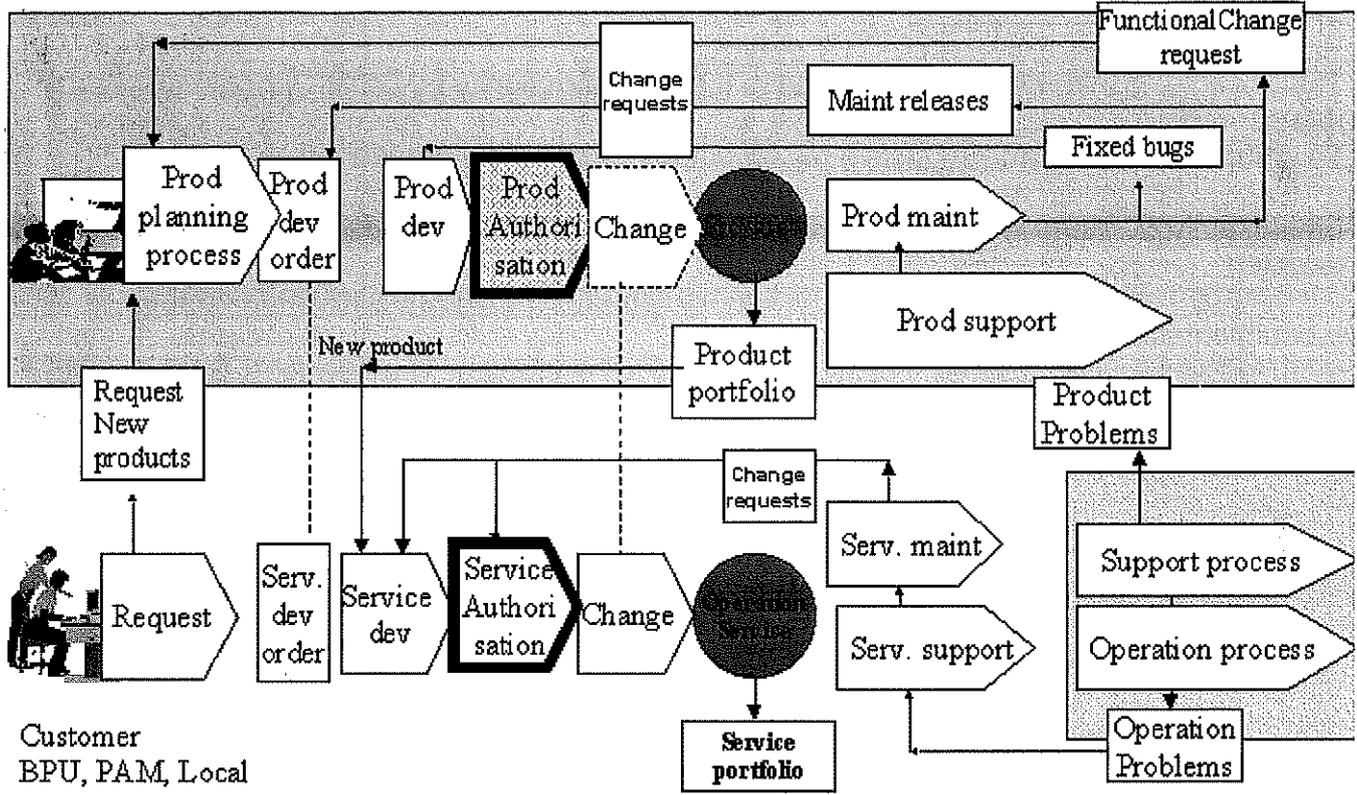
2.2 Involved roles of responsibilities

2.2.1 **Product Area Manager (PAM)** (refer to the BMS/AQUA document)

2.2.2 **Product Manager (PM)** (refer to the BMS/AQUA document)

The PM is functionally reporting to a PAM.

2.3 Product Planning Process

This picture shows how the Authorisation Routine(this document) is used in the overall Product Planning Process.

							Functional Change request
Change requests		Maint releases		Fixed bugs			
Prod planning process	Prod dev order	Prod dev	Prod Authori sation	Change		Prod maint	
				New product		Prod support	
Request New products				Product portfolio		Product Problems	
				Change requests	Serv. maint	Support process	
Request	Serv. dev order	Service dev	Service Authori sation	Change	Serv. support	Operation process	
				Service portfolio		Operation Problems	

Customer
BPU, PAM, Local

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