Connecticut Education Network
Policy, Process, & Procedures

Title:	CEN Service Lifecycle Process
Applies to:	All CEN Services
Effective Date:	2021-10-15
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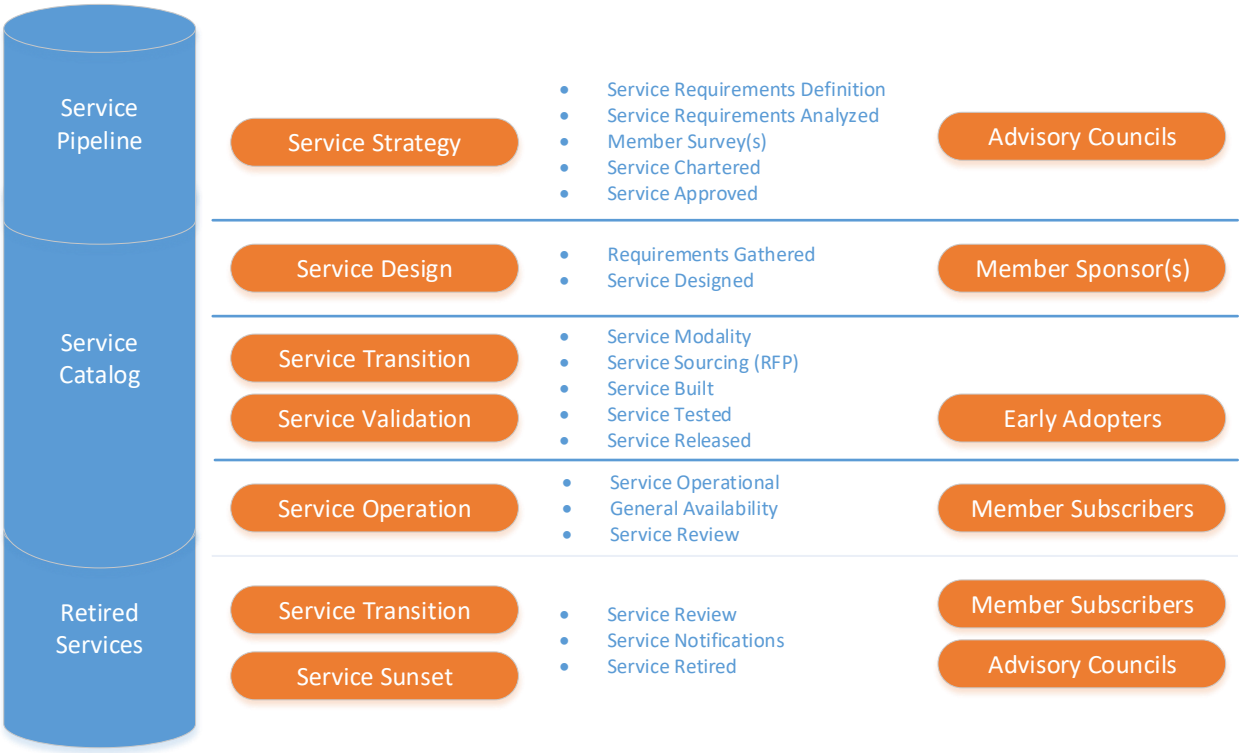
Narrative

The CEN Service Lifecycle Process oversees the evaluation, adoption, general availability of and eventual sunset of services offered to the CEN membership. The guidelines set forth herein are intended to balance the resources of the organization with the needs of the membership.

Process Overview / Info Gram

1. Inquiry / Identify (Service Strategy)
2. Design / Evaluation
3. Service Validation (Designed by members, CEN, providers)
4. Early Adoption
5. General Availability
6. Annual Review (CEN, Providers, Members)
7. Sunset



Detailed

1. Inquire / Identify
    a. Identify Service opportunities through direct dialog with members, advisory councils, CET, affiliate groups, peer R& E networks, etc.
    b. Means test feedback through increased dialog, surveys, focus groups, etc.
    c. Identify members who will be willing to actively participate in the process
    d. If the (a) significant cohort of CEN member institutions has a handshake agreement on developing and/or piloting a new service, then it should move to the next phase.

2. Evaluation
    a. Market conditions requirements
        i. Value as a function of cost and performance. Value = Cost + Performance
        ii. Evaluate market pricing, variability, and Member-CEN partnership ability to impact the cost.
        iii. Evaluate service/provider performance, the ability to execute, and Member-CEN ability to impact to meet or raise performance.
    b. Articulate additional value-add components as available
    c. Evaluate the best modality for to purse
        i. Direct service (managed directly by CEN staff)
        ii. Managed Partner/Provider (Subcontracted by CEN to trusted partner)
        iii. Contract Vehicle/Pricing to (Scale contract for services to one or more Provider)
    d. Business case; Cost-Benefit / Value Projection
        i. Member Partners, Affiliate Group partners
        ii. Base requirements recorded
        iii. Use cases defined
        iv. Initial Success Criteria defined
        v. Reasonable rates of recovery/return

3. Service Validation
    a. Designed by members, providers, CEN
    b. Ensure the delivery of activities adds value that is agreed and expected
    c. Set up a test environment where feasible and practical
    d. Members pilot, test, review, and provide feedback; alter or augment service accordingly. (May differ based on product or service)
        i. Examples - aggregated licensing vs new hosted technology or offering

4. Early Adoption
    a. The cohort of members who piloted service become the early adopters and group leaders/advocates for the services. Early adopters provide references for any new subscribers or those who have nuanced questions.
    b. Create service collateral (material) available on the web, print, social media, etc.
    c. The majority of early adopters agree on the readiness of the service and move to the next phase.

5. General Availability
    a. Service generally available to the membership.
    b. Continual tracking of adoption rates, value add, savings, etc
    c. CEN to promote activities

6. Annual Review (CEN, Providers, Members)
    a. Components for review including but not limited to:
        i. Sponsorship/adoption level/consumption of the services
        ii. Security breaches/issue
        iii. Functional reduction in the service - service being displaced in the marketplace
        iv. CEN resource consumption/allocation
        v. The number of subscribers/adoption rate & trends
    b. Cost recovery
        i. If it's self-sustainable no review
    c. Sunset Criteria
        i. Any services that are a net loss for CEN shall be examined for changes to the service, cost adjustment, or sunset.
        ii. Sunset anything under 10% adoption and projected to be unsustainable for the foreseeable future
        iii. Unsustainable or unacceptable adoption rate will be referred to the sunset process

7. Sunset
    a. Non-business critical vs business-critical would be considered as well as how long it would take members to find a replacement for the services being eliminated. Minimum targets include
        i. Non-business critical: communication 3 months in advance.
        ii. Business Critical: communication 6 months in advance.
    b. Notification to subscribed members
        i. Send a Form letter to customers of services being eliminated
        ii. Request acknowledgment for receipt of notice
        iii. If subscribers agree to terminate early, service can be turned down accordingly.
    c. Item removed from the service catalog