

# *Implementing effective services.*

## **SERVICE SPECIFICATION**

The service specification is a written document that develops during the design process. It describes the aim of the service to be delivered in a detailed way and the evolution of the ideas developed step by step. The service specification helps the team share the design principles they are working to. It could eventually include some drawings, pictures and other relevant documents.

The Service Specification Sheet builds upon the Service Level Requirements, in that it compares the requirements from the viewpoint of the client with how these requirements are fulfilled from a technical point of view.

A service specification must specify everything that a potential consumer of the service needs to know to decide if they are interested in using the service, as well as exactly how to use it. It must also specify everything a service provider must know to successfully implement the service. Thus, a service specification is a mediator between what consumers need and what providers provide.

Ideally, this information is provided in a single place. This makes it is easy to search for information about services without having to navigate many different documents or search for related elements. Service specifications include at least this Information:

- The name of the service, suggesting its purpose.
- The provided and required interfaces, thereby defining the functional capabilities that are provided by the service and those that it requires of its consumers. Note: This is not about how the service is implemented, but rather the interaction between the consumers and providers for this service.
- Any protocol that specifies rules for how the functional capabilities are used or in what order.
- Constraints that reflect what successful use of the service is intended to accomplish and how it will be evaluated.
- Qualities that service consumers should expect and that providers are expected to provide, such as cost, availability, performance, footprint, suitability to the task, competitive information, and so forth.
- Policies for using the service, such as security and transaction scopes for maintaining security and integrity or for recovering from the inability to successfully perform the service or any required service.

A template for a sample service specification is attached to this document, although it may need to be more complex, or include more specific sections, depending on the service to be delivered.

<b>Service</b>	
<b>Author</b>	
<b>Provider</b>	
<b>Period</b>	

## 1. Purpose

### 1.1 Aims

### 1.2 Evidence Base

### 1.3 General Overview

### 1.4 Objectives

### 1.5 Expected Outcomes

## 2. Scope

### 2.1 Service Description

Access to the service

Support, Advice and Assessment Appointment

Procedures

Service User Experience

Monitoring Staff Quality

### 2.2 Geographic Coverage / Boundaries

### 2.3 Days/Hours of Operation

### 2.4 Whole System Relationships

### 2.5 Interdependencies

### 2.6 Relevant Networks

### 2.7 Sub-Contractors

## 3. Service Delivery

### 3.1 Customer Journey

### 3.2 Location(s) of Service Delivery

## 4. Referral, Access and Acceptance Criteria

### 4.1 Accessibility / Acceptability

### 4.2 Referral Sources

### 4.3 Referral Route

### 4.4 Exclusion Criteria

### 4.5 Response Time and Detail and Prioritisation

## 5. Customer Information

### 5.1 Promotion

### 5.2 Information provided to customers

### 5.3 Signposting arrangements between services

## 6. Quality and Performance Standards

Quality Key Performance Indicator	Threshold	Method of measurement	Consequence of breach

## 7. Activity

### 7.1 Activity Plans

### 7.2 Performance Management Requirements

## 8. Continual Service Improvement

## 9. Costs and Prices

### Cost of Service:

### Pricing Structure

## 10. Reviews

Review Type	Date	Time	Venue

### Agreement management

Review, variation and re-commissioning process.