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| Odin |
| Service Design Document - Template |
| Application X |

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# Introduction

Put here short introduction about the service itself and planned integration via APS application.

Note: See “Service Design Document – Instructions” for a detailed explanation how to fill out this document.

# Requirements

Provide here Odin Automation Premium version (e.g. 7.0 or 7.1) and version of CCP (1 or 2) the application is developed for.

## Personas

List here which Personas (from common OA personas) will use this application. These personas should also be used in description of scenarios in next section. Keep the link to online description of common OA personas to avoid duplication of content here.

• Customer - Samantha (SMB Owner)

• Customer - Andrew (IT Admin)

• End-User - Emily (Employer)

• Reseller - Jim

• Provider Staff - Steven (Product & Marketing Manager)

• Provider Staff - Nik (Operations Manager)

## Scenarios

Provide here a list of scenarios that the APS application will supply. Start with this exercise. There is no template/checklist for this on purpose since different applications/services will have very different scenarios and they should come from business needs, not technical functions of the platform.

Here is a sample scenario for package import and global settings configuration scenario.

Provider wishes to change Global Settings – 1.1 Goal Provider changes the values of Global Settings variables.

Preconditions

Steven has successfully deployed the package and created an application instance.

Story

1. Steven accesses OA Control Panel.

2. Navigates to Applications list.

3. Selects the TestApplication APS application.

4. Steven navigates to an application instance.

5. Steven clicks the “Global settings” tab.

6. Clicks “Edit” button.

7. Edits one or more listed fields.

 a. API Username

 b. API Password

 c. API URL

8. Steven clicks the “Save Changes” button.

### Provider

### Reseller

### Customer Admin

### Customer End-User

## Functional Requirements

Use this section to validate that you have thought through all scenarios the application needs. Write for each section which scenario covers this, how application should react or if not applicable.

### Application Lifecycle

#### Install Application End-Point

#### Configure Application Instance

#### Upgrade Application

#### Remove Application

#### Monitor Application

#### Create Paid Service Offer

#### Create Trial Service Offer

#### Create Freemium Service Offer

#### Modify Service Offer for new customers

#### Modify Service Offer for existing customers

### Service Lifecycle

#### Create new Paid Subscription

#### Create new Trial Subscription

#### Create new Freemium Subscription

#### Send welcome e-mail for Service to customer

#### Show introduction to Service in Control Panel

#### Convert Trial to Paid Subscription

#### Convert Freemium to Paid Subscription

#### Increase Subscription limits

#### Decrease Subscription limits

#### Switch between Resources within Subscription

#### Switch Subscription to other Offer

#### Buy additional Subscription

#### Renew existing Subscription

#### Suspend existing Subscription

#### Resume existing Subscription

#### Move Subscription to new Customer

#### Move Customer to new Reseller

#### Bill Subscription for fixed fees

#### Bill Subscription for usage

#### Application-specific configuration for customer account

### User Lifecycle

#### Assign Service to end-user

#### Remove Service from end-user

#### Configure Service for end-user (by customer admin)

#### Configure Service for end-user (by user)

### Domain Lifecycle

#### Assign a domain to the service

#### Remove a domain from the service

### Integrations with other Applications

If applicable list here how the application will interact with services from other applications:

* During Purchase
* During Provisioning
* During Configuration
* During Consumption

### Identity Management

Describe how/if Customer end-user, Customer Admin and/or Provider or Reseller staff can log-in from OA to the service or from the service back to the OA control panel.

* Technology supported
* Log-in directly to application
* Log-in from OA to application as customer
* Log-in from the service to OA
* Can users be created and managed directly at service?
* Can users be managed on OA side?
* Password policies

### Migrations

#### Migrations from external systems

Provide information if and how it will be possible to migrate customers from an external system into system running the APS 2 application.

#### Migrations from non APS OA service on same system

Provide information if and how it will be possible to migrate customers inside one Odin Automation system from a non-APS integration to this APS 2 application.

## Non-Functional Requirements

### Service Dependencies

Does the customer need to have any other Services (e.g. a Domain) to use this service? List all dependencies:

* Required
* Complementary
* Conflicting
* Uniqueness

### Deployment of Service

Describe how service is deployed, if it’s hosted at Service Provider.

### Branding

Is there branding for the Service for Service Provider? And how does it work?

Is there branding for the Service for Reseller? And how does it work?

### Support

How end-customers can get support for Service

How Service Providers can get support for Service

### Localization

Which languages/countries are supported? By Service. By APS application to be developed. This includes also number, date formats or other data shown to customers.

### Billing & Licensing

#### Service Provider bills Customer

Describe here how the Customer will be billed by the Service Provider for using the application. What are the billable resources, how are they sold (per usage, fixed monthly or yearly fees), what are (recommended) packages.

* Service sold per user or resource instance or usage counter?
* Per user resources
* Per resource instance
* Usage based resources
* Minimum set of resources
* Enforcement of resource limits
* Resource dependencies & conflicts
* Purchase Limitations
* Billing period
* Service Offer Examples

#### ISV bills Service Provider

Describe here how the Service Provider will be billed by the ISV for selling the application.

# Design

## Resource Model

Paste here the Resource model.





## UX Mockups

List of mockups for UI scenarios. Provide screenshots of every screen of the APS application (provider, reseller, customer level).

#### Customer creates new VPS

