Template

Product-Service-System

Acronym: PSS - Product, Service, or System

Customer view

Needs
What are the customers' needs?

Value
What does the customer perceive as valuable?

Design layers

Deliverables
What is delivered to the customer?

Periphery
What is the backstage equipment, which is not directly visible to the customer, and what are the peripheral systems?

Life-cycle activities
What are the overall life-cycle activities connecting resources?

Contract
What are the conditions that have to be mentioned, fixed, or expressed by the contract?

Actors
Who are the actors, stakeholders, and business units involved in life-cycle activities?

Finance
What is the underlying cost structure and cash flow model?

Core products
What are the core products, services or systems?

Optional layers
What are the optional layers to emphasize specific characteristics and effect zone in a PSS?