

Information Technology (IT) Services Business Service Catalogue

SAMPLE

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SAMPLE

PURPOSE OF DOCUMENT

This document contains a sample of the full Service Catalogue.

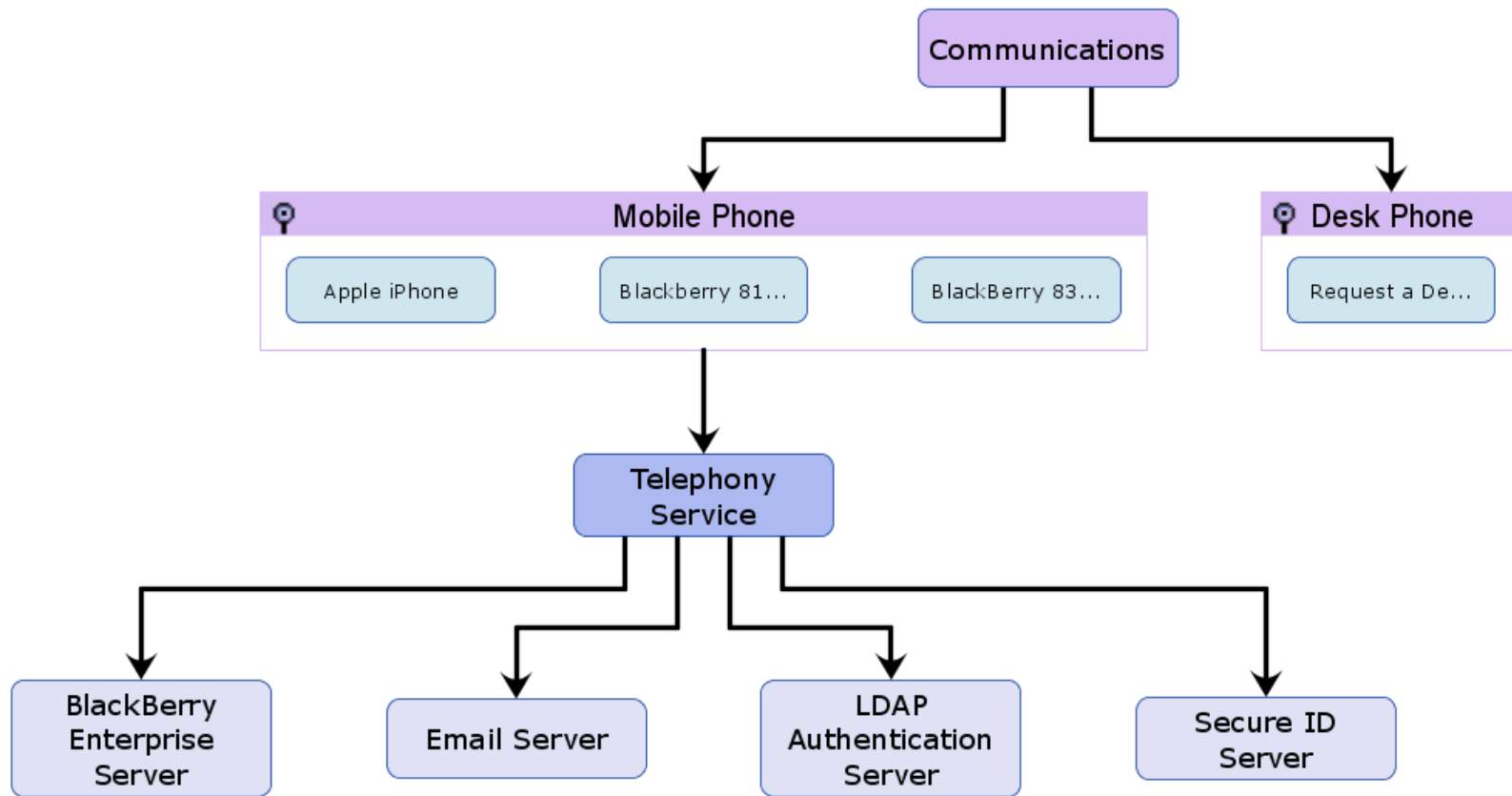
SAMPLE

SERVICES SUMMARY

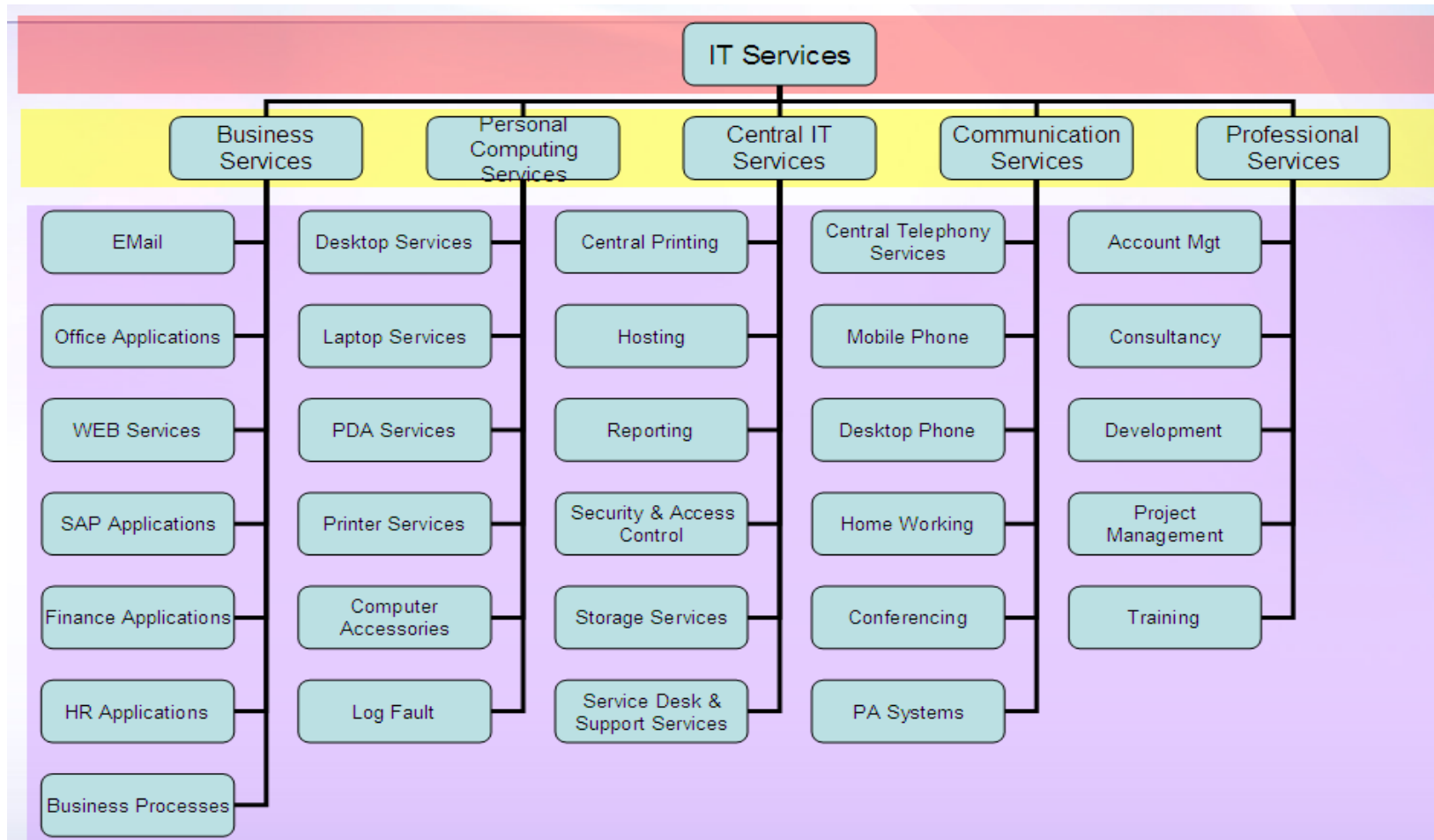
Three tiers of Service Catalogue.

- User Request Portal – Self Service portal for users to request Services
- Business Service Catalogue – Summary Service Information for Business Managers
- Technical Service catalogue – Full Service information for Technical Managers

SAMPLE



IT Services Hierarchy



IT SERVICES AND SERVICE OFFERING TEMPLATES

The Service Catalogue functionality provided in assyst is an intuitive and powerful feature which allows Customers to easily and quickly construct a Service Catalogue that reflects their business requirements. Axios provides a set of template Services and Service Offerings to help Customers quickly and easily implement their Service Catalogue.

The following table lists all of the template Services and Service Offerings that Axios provide as standard with assyst. These templates can be used straight out of the box if required or used by Customers as the foundation of their own bespoke Service Catalogue structure.

Note: The full version of this document contains details on all of the Services and Service Offerings contained in the table below, in this sample version only the entries highlighted contain actual detail.

Parent Service	Service	Service Offering
Communication Services <i>This Service provides Communication equipment and Services that Users require to allow them to Communicate internally and externally as required for business purposes.</i>	Central Telephony Services <i>This service provides telephony solutions for the organisation.</i>	Provide Automatic Call Detection Change Automatic Call Detection Retrieve Automatic Call Detection
	Conferencing <i>Conferencing Services provides access to a range of services that support collaboration across dispersed teams and with 3rd parties</i>	Provide Telephone Conferencing Provide Video Conferencing Provide WEB Conferencing
	Desktop Telephone <i>Provides users with the facility to easily make and receive telephone calls to any phone number in the world via a desk phone.</i>	Provide Desktop Telephone Change Desktop Telephone

	<p>Available to users on demand between 08:00 and 18:00 Monday to Friday</p> <p>Support is available from the Service Desk.</p>	Move Desktop Telephone
		Retrieve Desktop Telephone
	<p>Homeworking A service bundle that allows Users to access all necessary business applications for their home. This will permit users to work from home as if they were in the office.</p> <p>Available to users on demand between 08:00 and 18:00 Monday to Friday</p> <p>Support is available from the Service Desk.</p>	Provide Homeworking Capability
		Upgrade Homeworking Capability
	<p>Mobile Phone Provides users with the facility to easily make and receive telephone calls to any phone number in the world via a desk phone.</p> <p>Available to users on demand between 08:00 and 18:00 Monday to Friday</p> <p>Support is available from the Service Desk.</p>	Provide Mobile Accessory
		Provide Mobile "Gold"
		Provide Mobile "Silver"
		Provide Mobile "Bronze"
		Change Mobile "Gold"
		Change Mobile "Silver"
		Change Mobile "Bronze"
		Retrieve Mobile "Gold"
Retrieve Mobile "Silver"		
Retrieve Mobile "Bronze"		

Business Services	<i>This Service includes all of the Software Applications that Users may require to access to allow them to perform their normal role.</i>	Email	<i>Email allows people to send and receive messages from internal staff and external customers and suppliers.</i>	Provide Email
				Request Distribution List
				Restore Mailbox
		HR Application	<i>The HR Application allows staff to access and update HR related information.</i>	Provide HR Application
				Upgrade HR Application
				Remove HR Application
		SAP Application	<i>The SAP Application provides Business users with tools to help them identify operational issues and realise business opportunities.</i>	Provide SAP
				Upgrade SAP
				Remove SAP
		Business Processes	<i>This Service includes a set of business wide processes whose completion can only be successful with the involvement of a number of different departments.</i>	Car Hire
				Expense Claim
				Leaver
				New Start
				Recruitment
				Travel Request
		Finance Application	<i>The Financial Application allows staff to access and update Finance related information.</i>	Provide Finance Application
				Upgrade Finance Application
				Remove Finance Application
Office Applications	<i>Office Applications provide Users with access to software that will help them perform their daily tasks such</i>	Provide Standard MSOffice		
		Provide MS PowerPoint		
		Provide MS Access		

	<p><i>as writing documents, creating presentations and managing projects.</i></p>	<p>Provide MS Visio</p> <p>Provide MS Project</p> <p>Upgrade Office Application</p> <p>Remove Office Application</p>
<p>Personal Computing Services</p> <p><i>This Service provides for the installation, maintenance and removal of Personal Computing Hardware and accessories that users require to allow them to perform their normal role</i></p>	<p>Web Services</p> <p><i>WEB Services allow Users access to the Internet</i></p>	<p>Provide Web Services</p> <p>Upgrade Web Services</p> <p>Remove Web Services</p>
	<p>Computing Accessories</p> <p><i>Computing Accessories allow users to enhance the use of their Personal Computer by adding additional Hardware and equipment</i></p>	<p>Provide Standard Monitor</p> <p>Provide Specialized Monitor</p> <p>Retire Monitor</p> <p>Provide Accessory</p> <p>Move Accessory</p> <p>Upgrade Accessory</p> <p>Retire Accessory</p>
	<p>Desktop PC</p> <p><i>A Desktop PC allows a User based in a fixed location to access various software applications that will enable them to perform their defined role. It enables the user to: create, store and retrieve business related data; communicate internally and externally with staff and customers;</i></p>	<p>Provide Power Desktop PC</p> <p>Provide Standard Desktop PC</p> <p>Provide iMac</p> <p>Upgrade Desktop PC</p> <p>Move Desktop PC</p> <p>Retire Desktop PC</p>

	<p>Laptop PC</p> <p><i>A Laptop PC allows a User based in a remote or mobile location to access various software applications that will enable them to perform their defined role. It enables the user to: create, store and retrieve business related data; communicate internally and externally with staff and customers;</i></p>	Provide Laptop
		Upgrade Laptop
		Retire Laptop
	<p>Log Fault</p> <p><i>The Fault Logging Service allows a User to report a fault or issue with Hardware, Software, Network Connectivity, Email and Telephony Services by an on-line Logging function.</i></p>	Log Fault
	<p>PDA Service</p> <p><i>A PDA allows a User to access various software applications that will enable them to access Emails and Calendar entries whilst being away from their normal work location.</i></p>	Provide PDA
		Upgrade PDA
		Retire PDA
	<p>Printer</p> <p><i>Access to a printer will allow a User to produce hardcopy documentation of electronic data that has been created or stored on a Personal Computer. Replacement Toner Cartridges will maintain the quality and functionality of</i></p>	Provide Access To Printer
		Provide Printer
		Request Toner Cartridge

		<i>the Printing Service</i>	Upgrade Printer Access	
Central IT Services	<i>Provides Services performed by the Central IT function. This includes specialized and Bulk Printing, Security Access and Data Back-Up and Recovery.</i>	Central Printing	<i>This service covers bulk printing, i.e. more than 100 pages, and specialised printing such as Colour printing and binding.</i>	Request Bulk Print
			Request Specialised Print	
			Request for Binding	
		Hosting Service	<i>Centrally managed hosting solutions for the business. This service provides customers with a reliable, monitored, secure and managed solution.</i>	Request Hosting
				Request Server Access
		Reporting	<i>To request access to, or run IT reports</i>	Provide Access to Reports
				Run Reports
		Security & Access Control	<i>Provide secure access to systems and applications and ensure all data is only accessible to the appropriate people.</i>	Provide Access
				Change Security Access
				Remove Security Access
		Service Desk & Support Services	<i>Services that will provide users with the ability to contact IT and receive assistance with IT related questions and issues.</i>	Log Incident
				Request Change
		Storage Services	<i>Secure storage, back-up and recovery.</i>	Provide Data Storage
Back Up Data				
Recover Data From Storage				
Professional IT Services	Account Management	<i>Account Management provides a primary business level interface with IT to:</i>	Provide Account Management	
		<i>- share information on</i>	Remove Account Management	

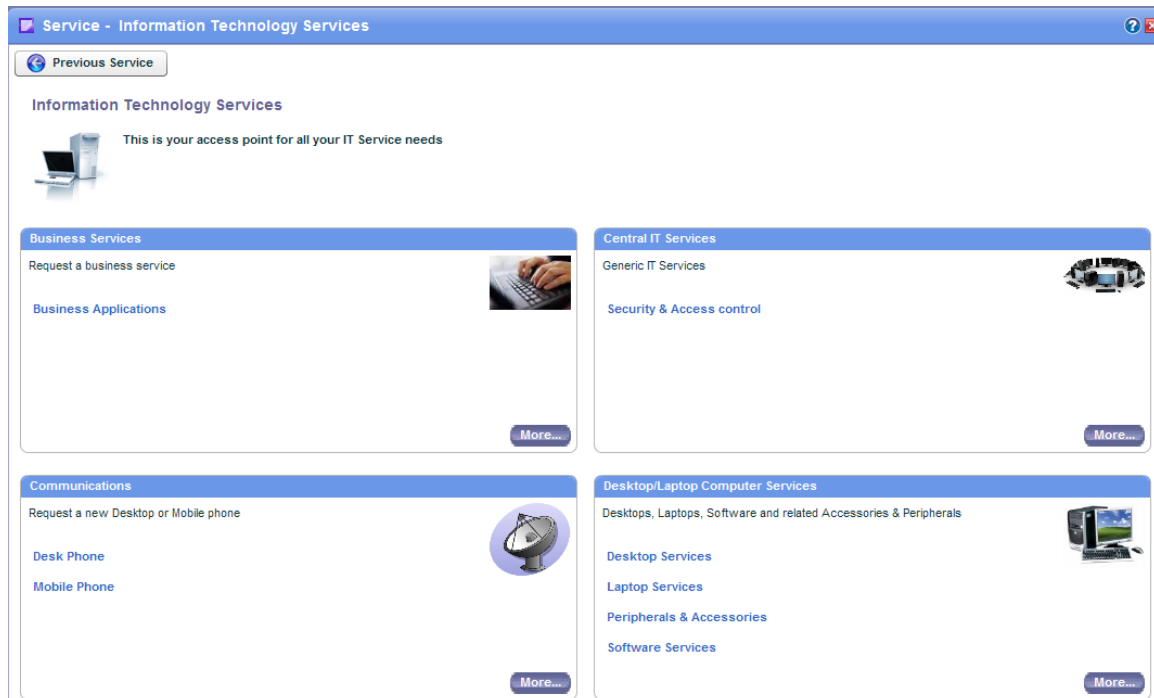
		<p><i>demand for services</i></p> <ul style="list-style-type: none"> - <i>share the business strategy and future service requirements</i> - <i>act as an escalation route for chronic service delivery issues.</i> 	
	Consultancy	<p><i>The consultancy service can be exploited to ensure IT resources and processes are optimised to increase value to the business. Consultancy options include:</i></p> <ul style="list-style-type: none"> - <i>Service Level Management</i> - <i>IT Service Continuity Management</i> - <i>Capacity Management</i> - <i>Information Security Management</i> 	<p>Service Level Management</p> <p>IT Service Continuity Management</p> <p>Capacity Management</p> <p>Information Security Management</p>
	Development	<p><i>Use of this service can create a custom application to meet a business need, automate an existing process or increase efficiency.</i></p>	<p>Provide IT Development</p> <p>Develop New Report</p>
	Project Management	<p><i>The Project Management service provides support for IT projects.</i></p> <p><i>Use of a Project Manager will ensure a consistent approach for managing your projects based on industry best practices</i></p>	<p>Provide IT Project Management</p>

	Training	<i>IT provides a range of training options. Specific needs can be discussed with the service owner.</i>	assyst Training
			MS Office Training
			Provide Other Training

SAMPLE

Please Note: In the full version of this document all Services and Services Offerings are fully populated. This document contains heading details for all Services and Service offerings but does not contain all of the appropriate details. These can be found in the full version of this document.

1. IT SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: This Service contains all of the Services IT provides to the Business. Any request for IT Services will be found here.

SUMMARY: The Services contained here are grouped into the following areas:

- Personal Computing Services: All hardware components required by Users
- Business Services: All software components required by Users
- Central IT Services: Any Services the User requires from the data centre
- Communication Services: Phones, Conferencing and WEB
- Professional Services: Training, Consultancy and

Development services

OWNER: IT Director STAKEHOLDERS: IT Director
IT Manager
REVIEW REQUIRED BY: 31/12/2010

SERVICE LEVEL INFORMATION

BUSINESS DESCRIPTION: IT Service Hours vary depending on the individual Service but generally IT Services are available from 09:00 until 17:00 Monday through Friday.

SUMMARY: IT Services are unavailable on the following days:

- o 25 December
- o 26 December
- o 1 January

IT guarantees that all Services will be available 99.5% of their stated working hours

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against each Service.

RESOLUTIONS Resolution times for Incidents are specified against each individual Service but generally the resolution times for non-critical Services are:

PRIORITY

RESOLUTION TIME

CRTICAL

1 Hour

HIGH

4 Hours

MEDIUM

1 working day

LOW

3 working days

1.1. COMMUNICATION SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: This Service provides communication equipment and services to enable users to communicate both internally and externally with each other and with other business related parties as required.

SUMMARY: The types of Communication provision available in this Service are:

- o Central Telephony Services;
- o Conferencing;
- o Desktop Telephones;
- o Homeworking;
- o Mobile Phones;

OWNER Service Delivery Manager

STAKEHOLDERS: IT Manager
Service Delivery Manager
Service Desk Manager
Business Managers
Network Managers

REVIEW REQUIRED BY: 31/12/2010

SERVICE LEVEL INFORMATION

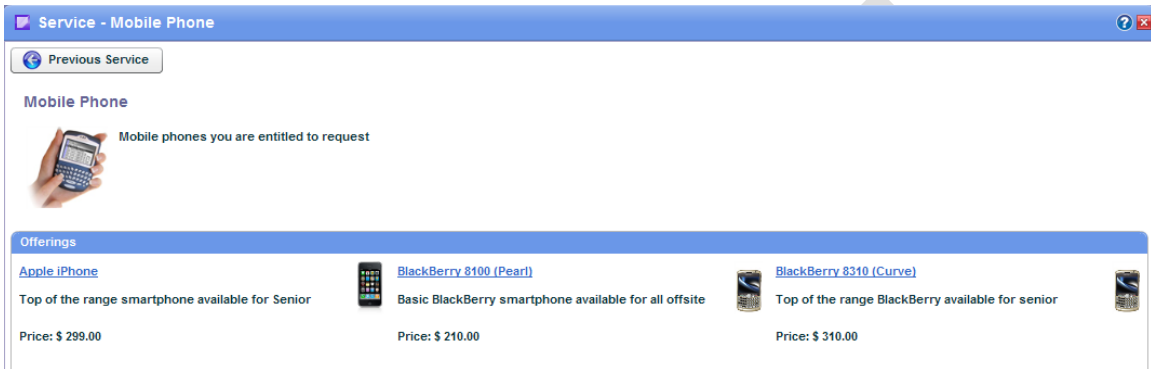
BUSINESS DESCRIPTION: Communication Services are generally available from 09:00 until 17:00 Monday through Friday. Any exceptions to these hours are detailed against each individual Service.

SUMMARY Please refer to the standard availability in Section 1. IT

Services.

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against specific Services.

1.1.5. MOBILE PHONE



SERVICE DESCRIPTION: The supply, change and retrieval of mobile phones for business use.


WHAT'S INCLUDED:

- Management of mobile phones provided by contracted vendor (including a SIM card, a mobile handset and accessories)
- Procurement and distribution of phone and accessories
- Setup of monthly calling plans

Usage is subject to the terms of the organisation's communication usage policy.

DETAILED DESCRIPTION:	Usage of mobile phone equipment is provided under the terms of the Communication Usage policy.
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Service Offering



BlackBerry 8310 (Curve)

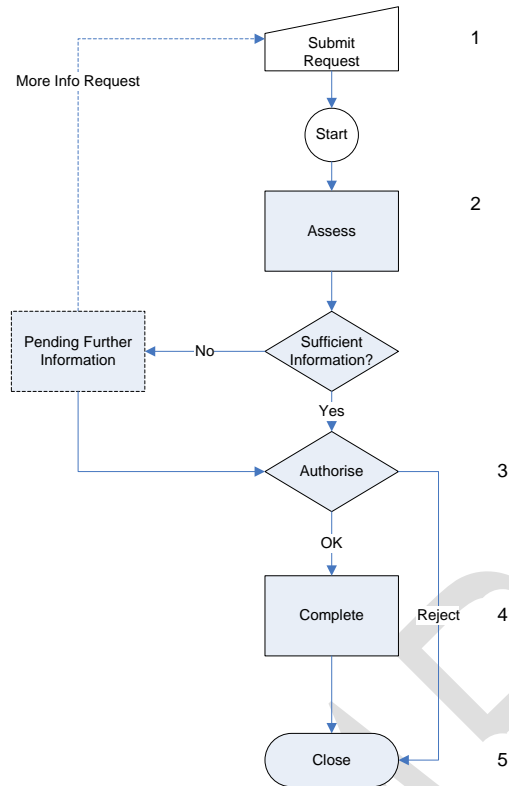
Top of the range BlackBerry available for senior management level only

Your Item(s) will be dispatched within 5 working days.
You can track the progress of your request within our Self Service Portal.

Quantity:
Price: \$
Total Price: \$

OFFERING DESCRIPTION:	An advanced feature-rich Smartphone with network connectivity.
WHAT'S INCLUDED?	<p>The "Gold" provides a higher specification mobile then either the "Silver" or "Bronze".</p> <p>It features a 2.64-inch screen, full QWERTY keyboard for ease of use for emails, texts and instant messaging. It can send and receive emails from anywhere in the world. The "Gold" features an optical trackball for a sensitive and highly accurate navigation method, Wi-Fi connectivity, a 2.0 Megapixel camera, Bluetooth, expandable memory and can sync with iTunes to transfer music files to the phone.</p>
SERVICE LEVEL AGREEMENT:	<p>Available to users on demand between 08:00 and 18:00 Monday to Friday</p> <p>Support is available from the Service Desk.</p>
SUMMARY:	<p>Please refer to the standard availability in Section 1. IT Services.</p> <p>Availability is dependant on the availability of individual items from suppliers. IT aim to provide 99%.of requests within 5 working days.</p>
DETAILED DESCRIPTION:	<p>Usage of mobile equipment is provided under the terms of the communication Usage policy.</p> <p>Non availability of any item will be communicated in advance by the Service Desk.</p>
PRICE	TBA
VISIBILITY:	Available to Managers and VIP users only
LEAD TIME	1 Week

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Order Handler reviews information provided as general validation of the requirement. Order Handler requests further information, if required
3. Order Handler authorises or rejects request
4. Request assigned, scheduled, completed and CMDB updated
5. Request closed

Custom Form

Details

Will you require access to emails: Required by: ?

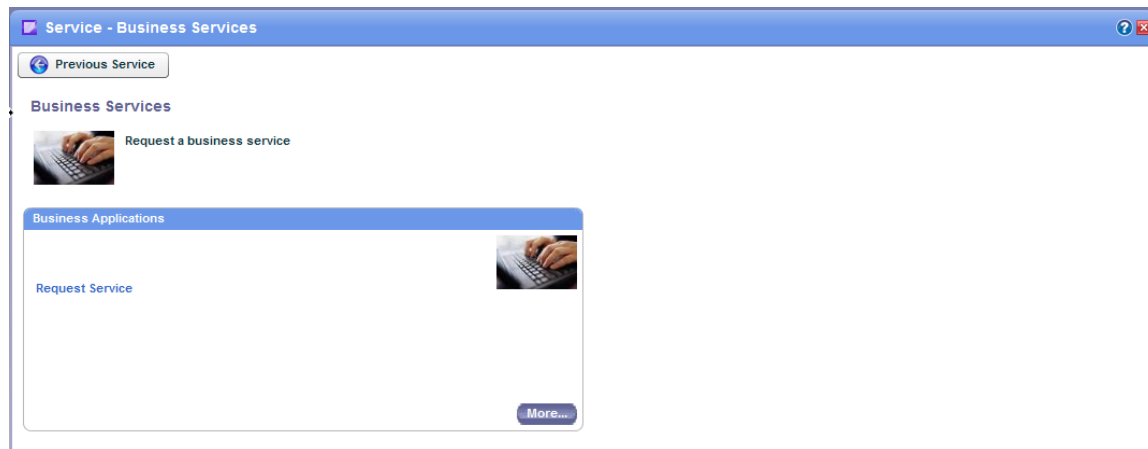
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Justification for request: ?

*

FDS unique nr

1.2. BUSINESS SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: This Service includes all of the Software Applications that Users may require to access to allow them to perform their normal role.

SUMMARY: The types of Software Application that are contained in this Service include:

- Email
- HR Applications
- SAP
- Business Processes
- Finance Applications
- MS Office
- WEB

OWNER: Service Delivery Manager

STAKEHOLDERS: IT Manager
Service Desk Manager
Business Manager
Service Delivery Manager
Capacity Manager

REVIEW REQUIRED BY: 31/12/2010

SERVICE LEVEL INFORMATION

BUSINESS DESCRIPTION: Software Services are generally available from 09:00 until 17:00 Monday through Friday. Any exceptions to these hours are detailed against each individual Service.

SUMMARY: Please refer to the standard availability in Section 1. IT Services.

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against specific Services.

1.2.1. EMAIL SERVICE



SERVICE DESCRIPTION: Email allows people to send and receive messages from internal staff and external customers and suppliers.

The Email Service is provided to users from 08:00 until 18:00 Monday to Friday. Any issues with this Service during the normal Service hours should be reported either through the Log Incident option in the Service Catalogue or by contacting the IT Service Desk

WHATS INCLUDED: Standard Email features provided by this service include the following:

- Ability to send and receive Emails using a personal computer:
- Calendar functionality that allows scheduling of appointments and meetings:
- Access to the corporate telephone directory:
- Access to a list of all corporate contacts:
- Ability to store personal contact details:
- Ability to create work tasks

All of these features allow the User to communicate with other users and organize their diaries and tasks more efficiently.

Please refer to the standard availability in Section 1. IT Services.

DETAILED DESCRIPTION: Scheduled maintenance of this Service is normally performed on the first Saturday of every month and the Service is unavailable from 09:00 until 13:00 on those days.

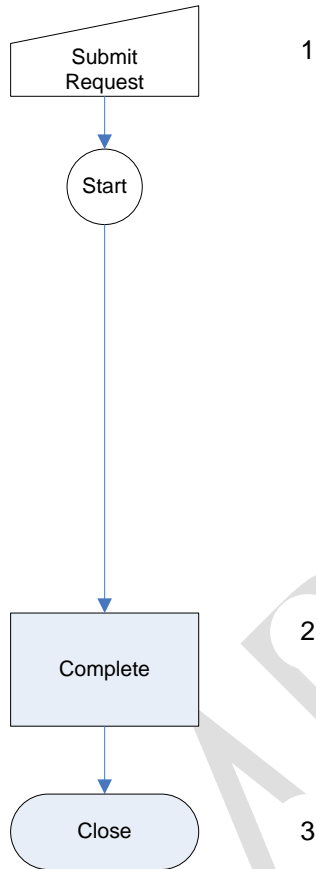
Should an emergency maintenance slot be required, this will be scheduled between the hours of 18:00 and 09:00 wherever

possible. IT will aim to provide at least 1 days warning of this slot.



OFFERING DESCRIPTION:	All Users Email Mailboxes are archived by IT every evening. Restoring a Mailbox copies Emails from a specified archive back into the Users Mailbox. This will allow any Emails lost by the User to be restored.
WHAT'S INCLUDED?	Users can limit what is to be Restored by providing the following, optional, information: <ul style="list-style-type: none">○ Emails received by specific date○ Emails from specific Users○ Emails from specific Distribution Lists If none of this information is supplied, IT will restore the Mailbox back to the previous evening.
SERVICE LEVEL AGREEMENT:	Mailbox will normally be restored between 08:00 and 09:00 or between 17:00 and 18:00 to minimise disruption to the User. IT will confirm these times are suitable prior to restoring the Mailbox.
SUMMARY:	Please refer to the standard availability in Section 1. IT Services.
DETAILED DESCRIPTION:	IT will contact the User to identify the most suitable time for the restore to be performed. Users must have closed Email prior to this time. The restore will take between 15 and 60 minutes.
PRICE	TBA
VISIBILITY:	Anyone can request this.
LEAD TIME	1 Day

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Request assigned, scheduled, completed and CMDB updated
3. Request closed

Custom Form

Details

Short Description

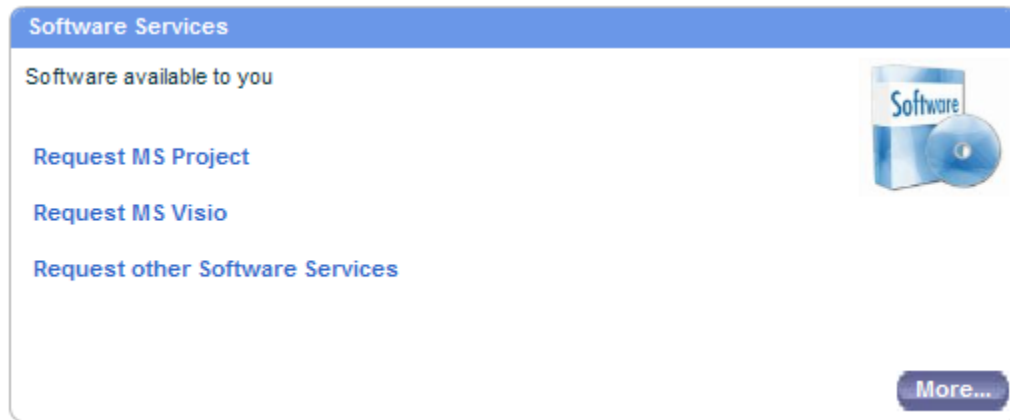
Requested Service:
Security Pass
Sharepoint Access
WebEx Account
Other

If other, please specify:

Reason for request:

Required by:

1.2.5. OFFICE APPLICATIONS



SERVICE DESCRIPTION: Office Applications provide Users with access to software that will help them perform their daily tasks such as writing documents, creating spreadsheets and sending Email.

Any issues with this Service during the normal Service hours should be reported either through the Log Incident option in the Service Catalogue or by contacting the IT Service Desk

WHAT'S INCLUDED: The standard Office Application includes the following packages:

- MS Word for Word Processing
- MS Excel for creating and managing Spreadsheets
- MS Outlook for sending Emails

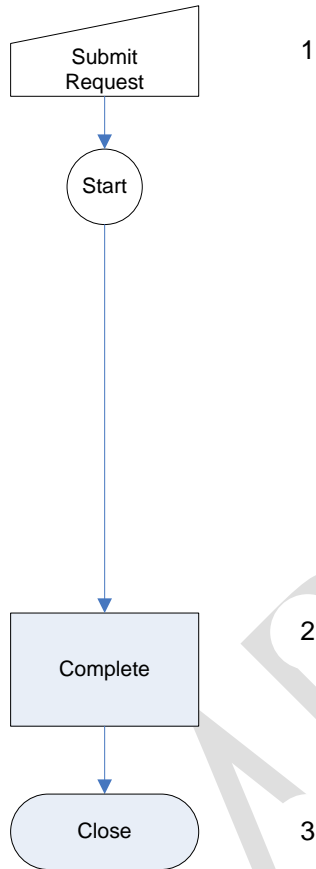
Non standard applications such as MS PowerPoint for creating presentations; MS Project for creating and managing Project Plans and MS Access for data manipulation can be requested separately,

DETAILED DESCRIPTION: As this Service is installed on the Users Desktop PC or Laptop PC it is available to the user whenever they require it.



OFFERING DESCRIPTION:	Provides access to MS PowerPoint which allows users to create on-line Presentations.
WHAT'S INCLUDED?	<p>PowerPoint enables users to quickly create high-impact, dynamic presentations while integrating review workflows and ways to easily share this information. Users will receive PowerPoint 2007 which includes features such as:</p> <ul style="list-style-type: none">○ Intuitive Interface○ Themes and QuickStyles○ Custom Slide Layouts○ Designer Quality Graphics○ Proofing Tools <p>Any corporate presentations should be created and displayed using PowerPoint.</p>
SERVICE LEVEL AGREEMENT:	MS PowerPoint will be installed between the hours of 08:00 to 18:00 Monday Through Friday.
SUMMARY:	Please refer to the standard availability in Section 1. IT Services.
DETAILED DESCRIPTION:	IT will inform the User the day prior to installation of the scheduled time. Users must be logged out of their Computer account prior to this time. The installation itself will take approximately 30 minutes.
PRICE	TBA
VISIBILITY:	Anyone can request this.
LEAD TIME	1 Week

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Request assigned, scheduled, completed and CMDB updated
3. Request closed

Custom Form

Details

Short Description:

Requested Service:

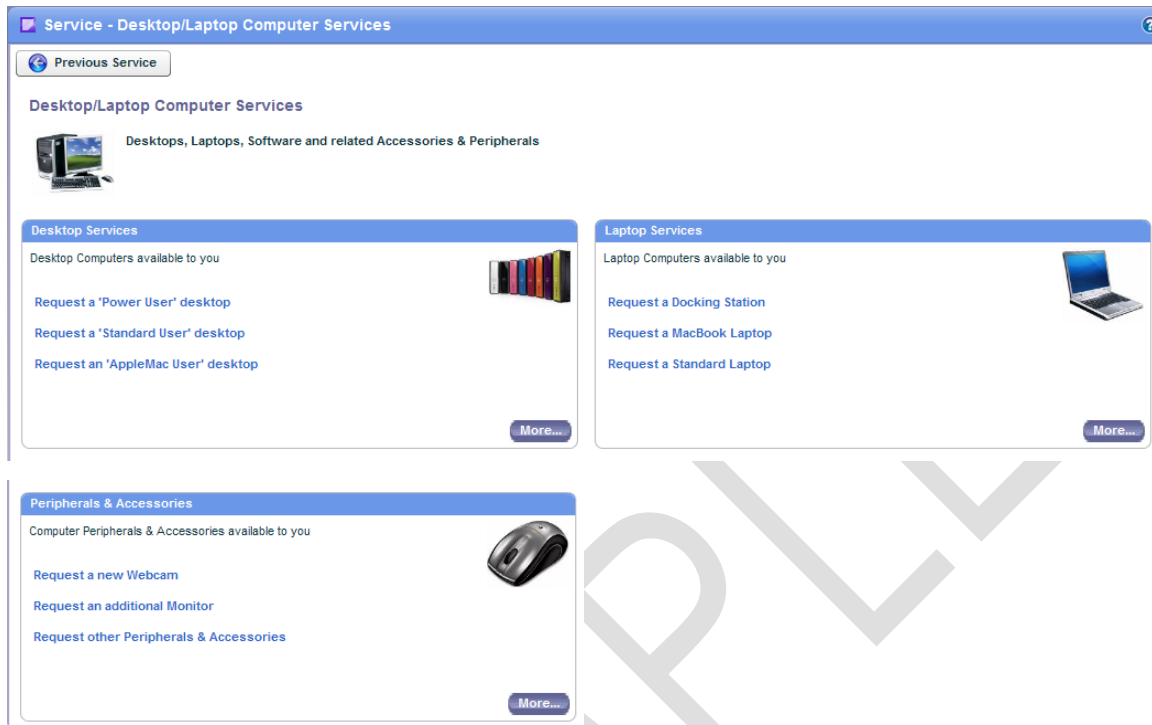
- Security Pass
- Sharepoint Access
- WebEx Account
- Other

If other, please specify:

Reason for request:

Required by:

1.3. PERSONAL COMPUTING SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: This Service provides for the installation, maintenance and removal of Personal Computing Hardware, and accessories that users require to allow them to perform their normal role

SUMMARY: The types of Personal Computing Hardware contained in this Service include:

- Desktop PCs
- Laptops
- Monitors
- Printers
- PDAs

The types of accessories available include: Keyboard; Mouse; Toner and Ink cartridges; It is also possible to Log Personal Computing type faults using this Service

OWNER

Service Delivery Manager

STAKEHOLDERS:

IT Manager
Service Delivery Manager
Service Desk Manager

Business Manager
Software Manager
Capacity Manager
Configuration Manager
Network Manager
Change Manager
Technical Services Mngr

REVIEW REQUIRED BY: 31/12/2010

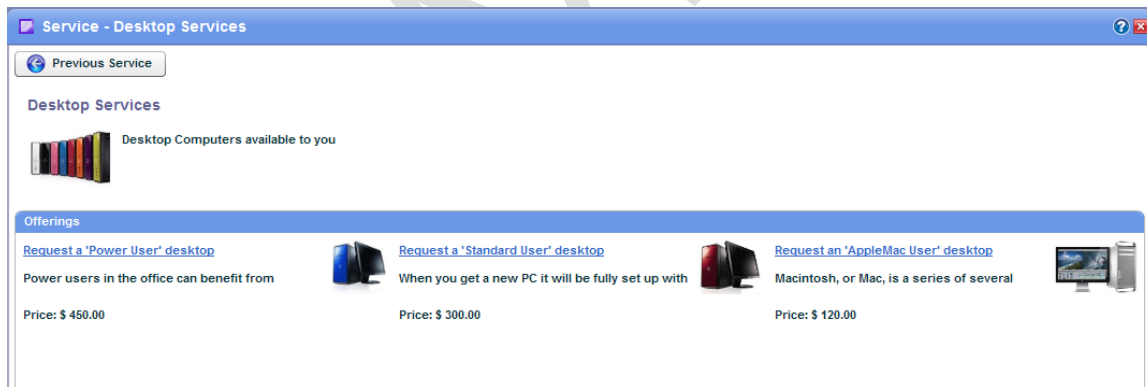
SERVICE LEVEL INFORMATION

BUSINESS DESCRIPTION: Personal Computing Services are generally available from 09:00 until 17:00 Monday through Friday. Any exceptions to these hours are detailed against each individual Service.

SUMMARY: Please refer to the standard availability in Section 1. IT Services.

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against specific Services.

1.3.1. DESKTOP PC



SERVICE DESCRIPTION: A Desktop Personal Computer allows a User based in a fixed location to access various software applications that will enable them to perform their defined role. It enables the user to: create, store and retrieve business related data; communicate internally and externally with staff and customers;

WHAT'S INCLUDED: A Desktop Personal Computer provided by this Service gives

a User access to a number of software applications such as:

- o Standard MS Office
- o MS Access
- o MS Visio
- o MS Project
- o Business Applications such as Finance; HR; SAP
- o Email Services
- o Web Services
- o Data Storage.

DETAILED DESCRIPTION: The Desktop Personal Computer Service is provided to users from 08:00 until 18:00 Monday to Friday. Any issues with this Service during the normal Service hours should be reported either through the Log Incident option in the Service Catalogue or by contacting the IT Service Desk.

The provision of this service is between the stipulated hours of 08:00 and 18:00, but it may be affected during periods of auditing and Restriction of Change Request periods. Scheduled auditing normally takes place annually during the last week of February. Restrictions of Change Requests will be communicated with at least 1 weeks notice.

1.3.1.1. Provide Power Desktop PC

1.3.1.2. Provide Standard Desktop PC



OFFERING DESCRIPTION: A Standard spec PC and appropriate software intended for general use by employees

WHAT'S INCLUDED? This Standard Specification PC will be provided with all

necessary software and equipment that includes:

- USB Keyboard
- Mouse
- Monitor

SERVICE LEVEL

Standard Desktop PCs will be installed between the hours of 08:00 to 18:00 Monday Through Friday

AGREEMENT:

SUMMARY:

Please refer to the standard availability in Section 1. IT Services.

DETAILED DESCRIPTION:

IT will inform the User 1 Day prior to installation of the scheduled time. Users must be logged out of their existing Computer account if applicable prior to this time. The installation itself will take approximately 1 hour.

PRICE

TBA

VISIBILITY:

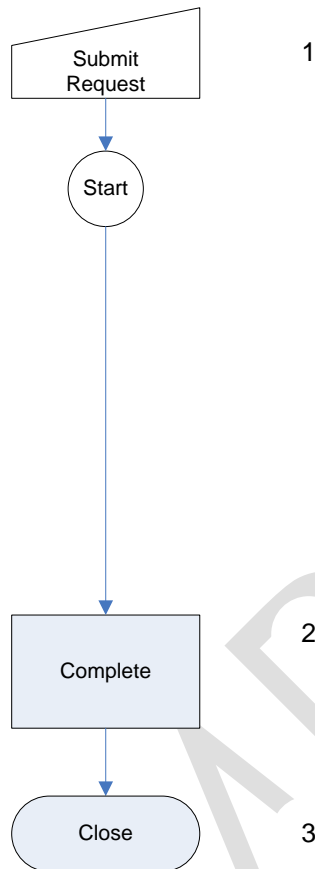
Anyone can request this.

LEAD TIME

2 Weeks

SAMPLE

Process
Workflo
w
Diagram
and
Narrativ
e



1. Customer submits request with details and justification
2. Request assigned, scheduled, completed and CMDB updated
3. Request closed

Custom
Form

Details

Short Description Required by: ?

* *

Justification for request: ?

*

1.3.3. COMPUTING ACCESSORIES

1.3.3.1. Provide Standard Monitor

1.3.3.2. Provide Specialised Monitor

1.3.3.3. Retire Monitor

1.3.3.4. Provide Accessory

1.3.3.5. Move Accessory

1.3.3.1. Upgrade Accessory

1.3.3.1. Retire Accessory

1.3.4. PDA SERVICES

1.3.4.1. Provide PDA

1.3.4.2. Upgrade PDA

1.3.4.3. Retire PDA

1.3.5. PRINTER SERVICES



SERVICE DESCRIPTION:

Access to a printer will allow a User to produce hardcopy documentation of electronic data that has been created or stored on a Personal Computer. Replacement Toner Cartridges maintain the quality of the Printing Service

WHATS INCLUDED:

This Service provides access to a Printing Service either by a Network connection to a shared Printer or by the provision of a Personal desktop Printer that is connected directly to a Personal Computer. Replacement Toner Cartridges for the different types and models of Printers are provided.

DETAILED DESCRIPTION:

The provision of this service is between the stipulated hours of 08:00 and 18:00, but it may be affected during periods of

auditing and Restriction of Change Request periods. Scheduled auditing normally takes place annually during the last week of February. Restrictions of Change Requests will be communicated with at least 1 weeks notice.

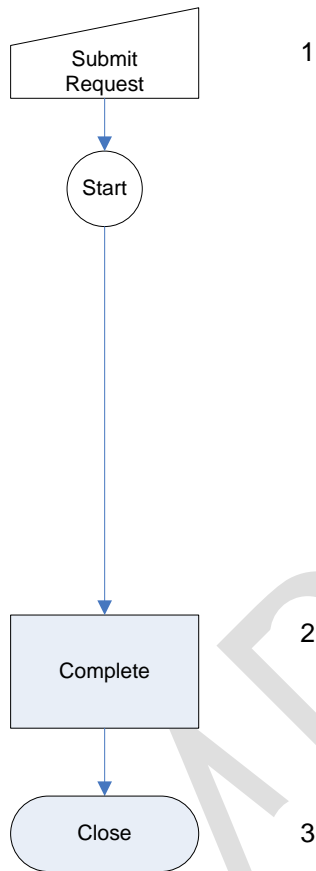
1.3.5.1. Provide Printer

1.3.5.2. Request Toner Cartridge



OFFERING DESCRIPTION:	The provision of a replacement Toner Cartridge for either a shared Network or Personal Printer.
WHAT'S INCLUDED?	This Service will provide a replacement Toner Cartridge for either a shared Network Printer or Personal Printer.
SERVICE LEVEL AGREEMENT:	Toner Cartridges will be replaced between the hours of 09:00 to 17:00 Monday Through Friday.
SUMMARY:	Please refer to the standard availability in Section 1. IT Services.
DETAILED DESCRIPTION:	The replacement will take approximately 15 minutes
PRICE	TBA
VISIBILITY:	All members of staff can request this.
LEAD TIME	1 Day

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Request assigned, scheduled, completed and CMDB updated
3. Request closed

Custom
Form

Details

What is the problem? ?

*

Can you print to a different printer? ?

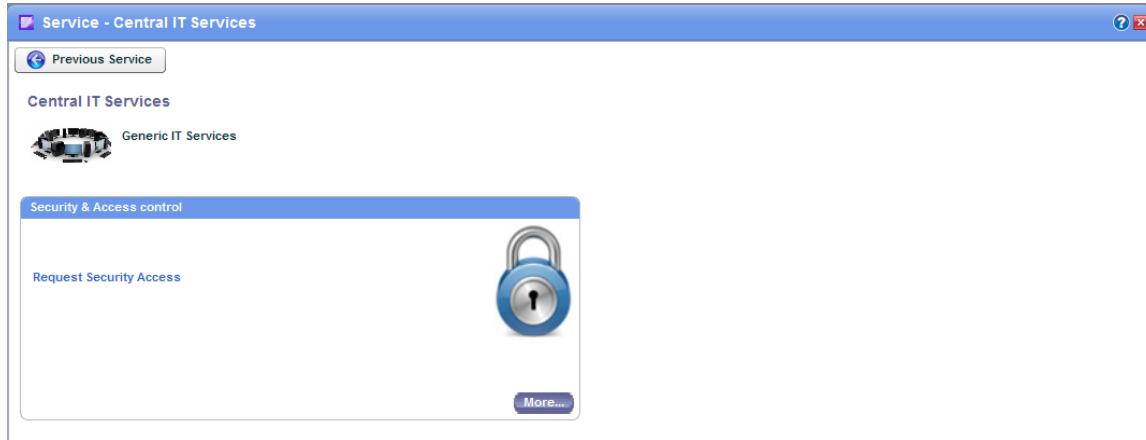
Item tag of printer? ?

Provide details of any error messages?

*

1.3.5.3. Upgrade Printer Access

1.4. CENTRAL IT SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: Provides Services performed by the Central IT function. This includes specialized and Bulk Printing, Security Access and Data Back-Up and Recovery.

SUMMARY: Central IT functions contained in this Service include: Central Printing; Hosting Service; Reporting; Security & Access Control; Service Desk & Support Services; Storage Services

OWNER	Service Delivery Manager	STAKEHOLDERS:	IT Manager Service Delivery Manager Service Desk Manager Business Managers Network Managers
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REVIEW REQUIRED BY: 31/12/2010

SERVICE LEVEL INFORMATION

BUSINESS DESCRIPTION: Central IT Services are generally available from 09:00 until 17:00 Monday through Friday. Any exceptions to these hours are detailed against each individual Service

SUMMARY IT guarantees most Central IT Services will be available 99% of the time. Individual Services uptime will be detailed against the specific Service.

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against

specific Services

SAMPLE

1.4.1. CENTRAL PRINTING



SERVICE DESCRIPTION: This service covers bulk printing, i.e. more than 100 pages, and specialised printing such as Colour printing and binding.

Printing requests are available between 09:00 and 17:00 Monday to Friday.

Support is available from the Service Desk

WHATS INCLUDED: Provision of print services for networked printers including:

- Bulk and specialised printing
- Binding

Requests are completed on a "first come, first served basis". No completion dates are assured. Urgent requests require senior business/IT management escalation.

DETAILED DESCRIPTION: Usage of this service is unrestricted providing budget availability.

1.4.1.1. Request Bulk Print



OFFERING DESCRIPTION: Bulk Printing.

This service is best used where there is a need for large volumes of printing e.g.,

- Marketing Campaigns
- Staff notices
- Communication "flyers"
- Address labels
- Letterheads

WHAT'S INCLUDED?

IT will provide large volume printing on request.

This service offering may include:

- Formatting
- Printing (colour or monochrome)
- Collation
- Stapling
- Quality Control

SERVICE LEVEL
AGREEMENT:

Specialised print requests are available between 09:00 and 17:00 Monday to Friday.

Support is available from the Service Desk.

SUMMARY:

Requests are completed on a "first come, first served basis". No completion dates are assured although IT aim to complete 100% requests within one week. Urgent requests require senior business/IT management escalation

DETAILED DESCRIPTION:

Printing service is unavailable during planned maintenance periods. Any other periods of unavailability will be communicated in advance by the Service Desk.

PRICE

TBA

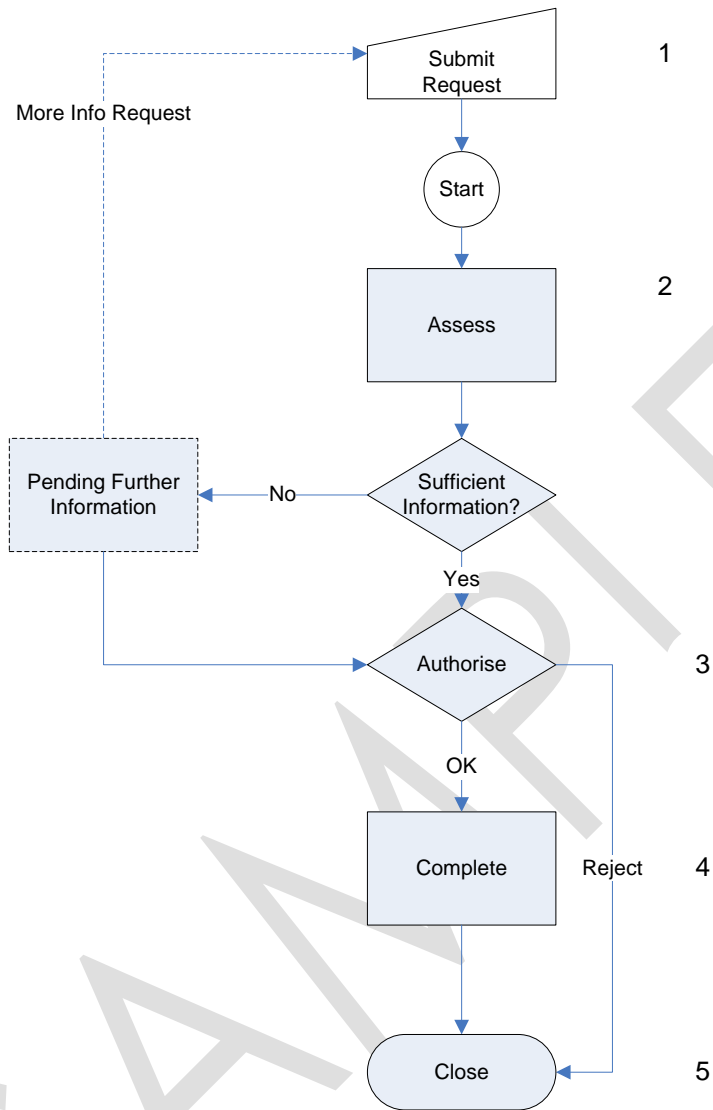
VISIBILITY:

All members of staff may request this service

LEAD TIME

1 Week

Process
Workflo
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Diagram
and
Narrativ
e



1. Customer submits request with details and justification
2. Order Handler reviews information provided as general validation of the requirement. Order Handler requests further information, if required
3. Order Handler authorises or rejects request
4. Request assigned, scheduled, completed and CMDB updated
5. Request closed

Custom
Form

Details

What is the problem? ?

*

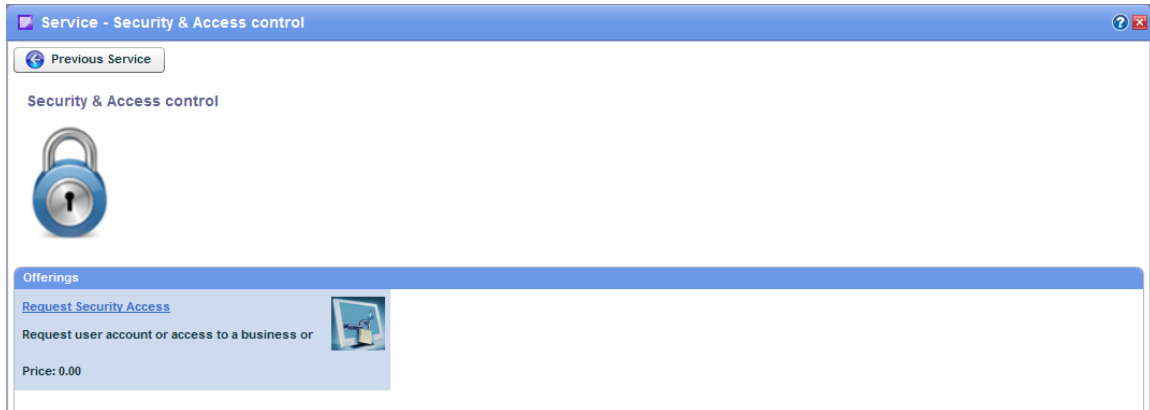
Can you print to a different printer? ?

Item tag of printer? ?

Provide details of any error messages?

*

1.4.4. SECURITY & ACCESS CONTROL



SERVICE DESCRIPTION: Provide secure access to systems and applications and ensure all data is only accessible to the appropriate people.

WHAT'S INCLUDED? Provides, changes and removes account log-in access to applications, corporate shared resources and network printers, etc to enable effective operation of defined operations.

Under this service, the following requests can be made for network and application accounts based on company policy:

- Request to create and/or amend accounts
- Request for password resets
- Activate locked login accounts
- Deactivate accounts
- Access corporate network resources from remote sites

DETAILED DESCRIPTION: Requests are not available during periods of audit, change freeze or planned maintenance.

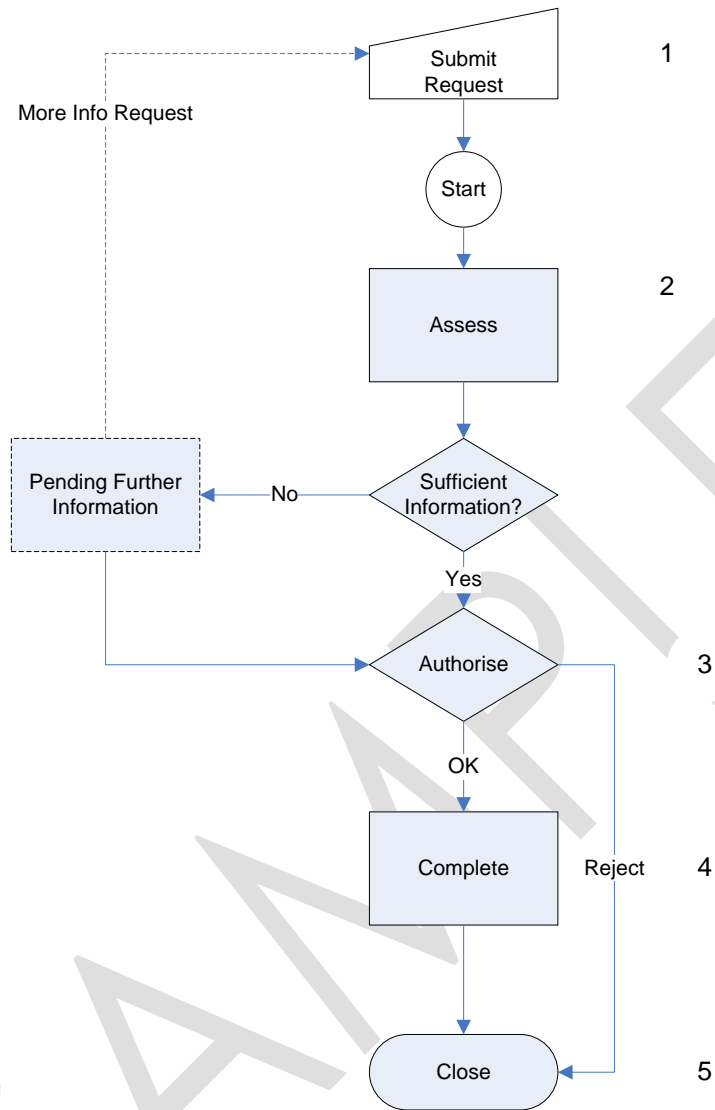
Requests will be performed under the conditions outlined within the Information Security policy.

1.4.4.1. Provide Access



OFFERING DESCRIPTION:	Provide secure access to systems and applications and ensure all data is only accessible to the appropriate people.
WHAT'S INCLUDED?	<p>Under this service, access to systems, networks and applications can be made based on company policy and user profile.</p> <p>Requests may also include physical security access (swipe cards, pass keys) as well as security peripherals (ID tokens, laptop locking devices),</p>
SERVICE LEVEL AGREEMENT:	<p>Available between 08:00 and 18:00, Monday to Friday.</p> <p>Support available from the Service Desk.</p>
SUMMARY:	IT will provide 99% of requests within one day.
DETAILED DESCRIPTION:	<p>Depending on access type, requests may be restricted during periods of audit, change freeze or planned maintenance.</p> <p>Requests will be performed under the conditions outlined within the Information Security policy.</p>
PRICE	TBA
VISIBILITY:	All members of staff may request this service
LEAD TIME	1 Day

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Order Handler reviews information provided as general validation of the requirement. Order Handler requests further information, if required
3. Order Handler authorises or rejects request
4. Request assigned, scheduled, completed and CMDB updated
5. Request closed

Custom
Form

Details

Short Description <input type="text"/>	Requested Service: Security Pass Sharepoint Access WebEx Account Other
If other, please specify: <input type="text"/>	Required by: * <input type="text"/>
Reason for request: *	
<input type="text"/>	

SAMPLE

1.5. PROFESSIONAL IT SERVICES



GENERAL INFORMATION

BUSINESS DESCRIPTION: This service provides support and guidance to users to optimise IT products and services throughout the service lifecycle.

SUMMARY: The Professional IT functions contained in this Service include: Account Management; Consultancy; Development; Project Management; Training

OWNER	Service Delivery Manager	STAKEHOLDERS:	IT Manager Service Delivery Manager Service Desk Manager Business Managers
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REVIEW REQUIRED BY: 31/12/2010

SERVICE LEVEL INFORMATION

BUSINESS DESCRIPTION: Professional IT Services are generally available from 09:00 until 17:00 Monday through Friday. Any exceptions to these hours are detailed against each individual Service.

SUMMARY Professional IT Services are generally unavailable on the following days: 25 December; 26 December; 1 January. IT guarantees most Professional IT Services will be available 99% of the time. Individual Services uptime will be detailed against the specific Service.

DETAILED DESCRIPTION: Preventative Maintenance is scheduled individually for different Services and these times are detailed against specific Services.

1.5.5. TRAINING



SERVICE DESCRIPTION: IT provides a range of training options. Specific needs can be discussed with the service owner.

WHATS INCLUDED: IT can provide either :

- on-line, web based training or
- class room, tutor led training.
- Examples of training include:
- assyst training
- MSOffice training
- Bespoke training to customer specific requirements

IT also has an extensive range of partners who can deliver a number of additional Education Services.

DETAILED DESCRIPTION: Requests are available between the hours of 09:00 - 17:00, Monday to Friday.

On-line training options are available 24 x 7.

Support is provided by the Service Desk

Use of training services is dependant on the availability of skilled IT resources.



OFFERING DESCRIPTION: Training is available on all (or selected) MSOffice suite of applications to enhance individual skills and performance levels.

WHAT'S INCLUDED? Specific business needs are discussed and the most appropriate training option recommended.
Delivery options could be on-line web based or tutor led.

Example modules include:

- MS Word
- MS Excel
- MS Powerpoint
- MS Visio
- MS Access
- MS Publisher

Competency requirements can also be addressed by delivery of basic, intermediate or advanced level training.

SERVICE LEVEL AGREEMENT: MSOffice training requests are available between the hours of 09:00 - 17:00, Monday to Friday.

Any issues with this service should be reported to the IT Service Owner

SUMMARY: IT will provide 100% training by negotiated date but will endeavour to deliver within one month of the request

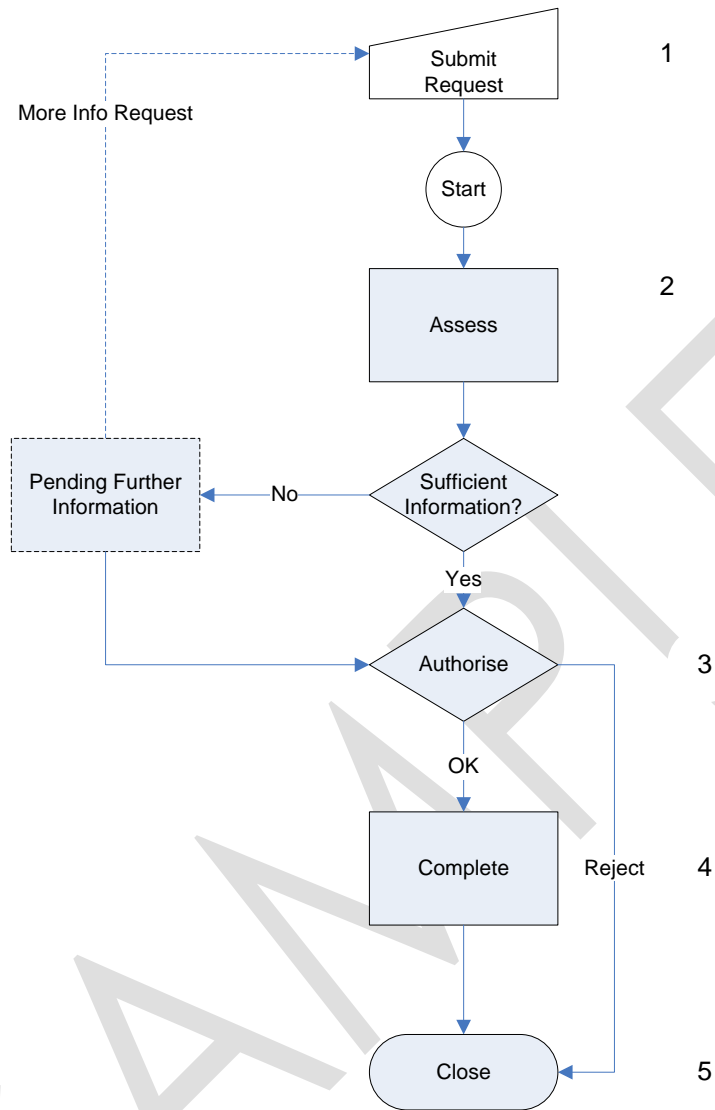
DETAILED DESCRIPTION: Use of training options is dependant on the availability of skilled IT resources.

PRICE TBA

VISIBILITY: All members of staff can request this service

LEAD TIME 1 Month

Process
Workflow
Diagram
and
Narrative



1. Customer submits request with details and justification
2. Order Handler reviews information provided as general validation of the requirement. Order Handler requests further information, if required
3. Order Handler authorises or rejects request
4. Request assigned, scheduled, completed and CMDB updated
5. Request closed

Custom
Form

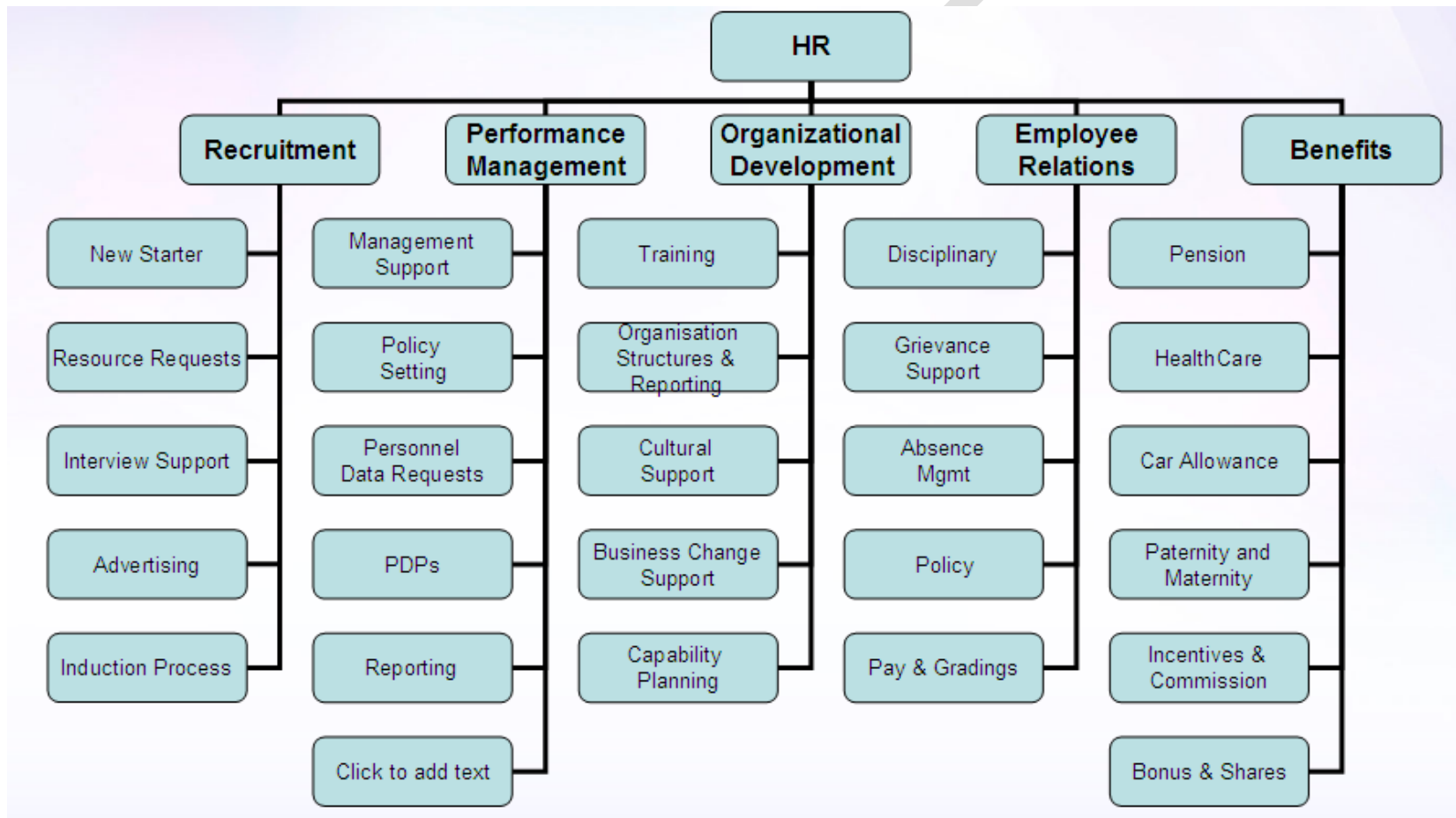


1.5.5.2. Provide Other Training

SAMPLE

NON IT SERVICES HIEARCHIES

The following hierarchy is for Human Resources Services.



The following hierarchy is for Facilities Services.

