

IT Service Catalog

Document ID: IT-SUP-001 **Last Updated:** 2024-02-20 **Owner:** IT Operations
Classification: Internal

Overview

This catalog describes IT services available to NovaTech employees, including how to request each service, expected turnaround times, and escalation paths.

Service Categories

1. Account & Access
 2. Hardware
 3. Software
 4. Support Services
 5. Security Services
 6. Infrastructure
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Account & Access

New Employee Account Setup

Description: Complete account provisioning for new hires including email, Okta, Slack, and standard applications.

Attribute	Value
Request Method	Automatic via Workday
Turnaround	Start date (prepared 2 days prior)
Owner	IT Operations

Password Reset

Description: Reset password for NovaTech accounts when locked out or forgotten.

Attribute	Value
Request Method	Self-service via Okta or #it-help
Turnaround	Immediate (self-service) or 30 minutes
Owner	IT Support

VPN Access

Description: Setup and troubleshooting for GlobalProtect VPN.

Attribute	Value
Request Method	Auto-provisioned; issues via #it-help
Turnaround	New setup: 1 day; Issues: 4 hours
Owner	IT Security

Application Access Request

Description: Request access to specific applications beyond standard provisioning.

Attribute	Value
Request Method	ServiceNow > Access Request
Turnaround	1-3 days (approval dependent)
Owner	IT Security

Service Account Creation

Description: Create non-human accounts for applications and automation.

Attribute	Value
Request Method	ServiceNow > Service Account Request
Turnaround	Dev: 1 day; Prod: 5 days
Owner	IT Security

Hardware

Laptop Provisioning

Description: New laptop for new hires or replacements.

Attribute	Value
Request Method	Auto (new hires) or ServiceNow
Turnaround	New hire: Ships before start; Replacement: 3-5 days
Owner	IT Operations
Options	MacBook Pro 14"/16", Dell XPS 15

Monitor Request

Description: External monitors for workspace setup.

Attribute	Value
Request Method	ServiceNow > Hardware Request
Turnaround	3-5 days
Owner	IT Operations
Limit	2 monitors per employee

Peripheral Request

Description: Keyboards, mice, webcams, headsets.

Attribute	Value
Request Method	ServiceNow > Hardware Request
Turnaround	3 days
Owner	IT Operations

Mobile Device

Description: Company phone or tablet for eligible roles.

Attribute	Value
Request Method	ServiceNow > Mobile Device Request
Turnaround	5 days
Owner	IT Operations
Requires	Manager approval

Hardware Repair

Description: Repair or replacement of defective equipment.

Attribute	Value
Request Method	#it-help or ServiceNow
Turnaround	Assessment: 1 day; Repair: Varies
Owner	IT Operations

Equipment Return

Description: Return company equipment (offboarding, upgrade, relocation).

Attribute	Value
Request Method	Automatic (offboarding) or ServiceNow
Turnaround	Shipping label: 1 day
Owner	IT Operations

Software

Software Installation Request

Description: Request installation of approved software.

Attribute	Value
Request Method	Self-service (approved) or ServiceNow
Turnaround	Approved: Immediate; New: 2-5 days
Owner	IT Operations

New Software Evaluation

Description: Request evaluation and approval of new software.

Attribute	Value
Request Method	ServiceNow > Software Request
Turnaround	5-10 days
Owner	IT Security

License Request

Description: Request license for managed software (JetBrains, Adobe, etc.).

Attribute	Value
Request Method	ServiceNow > License Request
Turnaround	2 days
Owner	IT Operations
Requires	Manager approval for premium licenses

Support Services

General IT Support

Description: Help with IT issues not covered by specific services.

Attribute	Value
Request Method	#it-help (Slack), help.novatech.com, email
Turnaround	Initial response: 2 hours
Owner	IT Support
Hours	8am-6pm local time, M-F

Priority Support

Description: Urgent support for business-critical issues.

Attribute	Value
Request Method	#it-urgent (Slack)
Turnaround	30 minutes
Owner	IT Support
Hours	24/7 for P1 issues

Video Conference Support

Description: Setup and troubleshooting for Zoom and meeting room equipment.

Attribute	Value
Request Method	#it-help or in-office IT
Turnaround	1 hour (meeting support)
Owner	IT Support

New Hire IT Orientation

Description: Welcome session covering IT tools and security basics.

Attribute	Value
Request Method	Automatic (new hire schedule)
Turnaround	First day/week
Owner	IT Support

Security Services

Security Assessment

Description: Security review of systems, vendors, or processes.

Attribute	Value
Request Method	security@novatech.com
Turnaround	5-10 days
Owner	Security Team

Phishing Report

Description: Report suspicious emails or messages.

Attribute	Value
Request Method	“Report Phishing” button or security@novatech.com
Turnaround	4 hours
Owner	Security Team

Security Incident Report

Description: Report security incidents or concerns.

Attribute	Value
Request Method	#security-urgent, security@novatech.com
Turnaround	P1: Immediate; P2: 1 hour
Owner	Security Team

Vendor Security Review

Description: Security assessment for new vendor relationships.

Attribute	Value
Request Method	ServiceNow > Vendor Review
Turnaround	5-15 days
Owner	Security Team

Infrastructure

Cloud Resource Request

Description: Request AWS/GCP resources or access.

Attribute	Value
Request Method	ServiceNow or #platform-requests
Turnaround	Dev: 1 day; Prod: 3 days
Owner	Platform Team

Database Request

Description: New database provisioning or access.

Attribute	Value
Request Method	ServiceNow > Database Request
Turnaround	3-5 days

Attribute	Value
Owner	Platform Team

DNS Change

Description: DNS record changes for internal or external domains.

Attribute	Value
Request Method	ServiceNow > DNS Request
Turnaround	1-2 days
Owner	Platform Team

SSL Certificate

Description: New or renewed SSL certificates.

Attribute	Value
Request Method	ServiceNow > Certificate Request
Turnaround	2 days (internal); 5 days (external)
Owner	Security Team

Service Level Agreements

Response Times

Priority	Initial Response	Resolution Target
P1 - Critical	15 minutes	4 hours
P2 - High	1 hour	8 hours
P3 - Medium	4 hours	2 days
P4 - Low	1 business day	5 days

Escalation Path

1. IT Support Analyst
 2. IT Support Lead
 3. IT Manager
 4. VP of IT
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Contact Information

Channel	Purpose	Hours
#it-help	General support	Business hours
#it-urgent	Critical issues	24/7
help.novatech.com	Service requests	24/7
it-support@novatech.com	Email support	Business hours
+1-512-555-0150	Phone support	Business hours

Related Documents: How to Contact IT Support (IT-SUP-002), Service Level Agreement (IT-SUP-005)