**<Customer Logo>**

**<Customer Name>**

**<City, Country>**

**ITIS Enterprise Overview Template**

<Month>, <Year>

Version <N.n>

This is an enterprise overview template recommended for capturing information about the Customer, Customer’s Business, Organisation chart and Vendor/Partner details. This is to be prepared by the Program Management when multiple parties are involved in supporting Customer’s business and requires back-to-back (both side) printing. These documents would have much wider readership, and may be referenced frequently over a longer period of time, thereby requiring version-control. Because of their length and formal nature, these documents would require an elaborate structure such as more content sections, tables of contents/figures/abbreviations, appendices, glossary, document revision lists, etc.

You can type your own content over the few placeholders provided in this template for title and paragraph text. To create more content, please use the pre-defined TCS House Styles from your Word styles menu in the formatting toolbar.

This template contains Format specifications as required by TCS’s documentation standards. **Do not delete Page breaks or Section breaks from this template, as this may lead to improper page layout and numbering, and document corruption.**

This template has used British English. Set the language settings appropriately to suit your Client region. Ensure to run a spell-check before delivery.

How to use this template (MS Word 2007 and 2010): In your document, go to Word Options > Add-Ins > Manage > Templates. Attach and add this .dot file to the Global template and add-ins section. All the styles used in this template will be added to the Styles of your document.

| Notice |
| --- |
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Document Release Note and Revision List

Notice No.:

Customer: <Customer Name>

Project: <Project Name>

Document Details

|  |  |  |
| --- | --- | --- |
| Name | Version number | Description |
| <Customer Name><Tower/Team Name> SOP V1.0 | 1.0 | <Description of the document> |

Revision Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Revision Number | Revision Date | Revision Description | Page Number | Previous page number | Action taken (add/del/change) |
|  |  |  |  |  |  |

Change Register serial numbers covered:

The documents or revised pages are subject to document control.

Please keep them up-to-date using the release notices from the distributor of the document.

These are confidential documents. Unauthorised access or copying is prohibited.

Approved by: Authorised by:

Date: Date:

About this Document

Purpose

<Include the purpose of writing this document in this section in a short paragraph. An example has been included.>

<Sample Text>

This document has been written to help you understand the existing infrastructure environment, and contains the standard operating procedures that you should know for performing several activities on a day-to-day basis.

Intended Audience

<Include the list of audience this document is intended for. Mention the audience role. An example has been included.>

<Sample Text>

The target audience for this document are the ITES and Services Administrators. This document is also intended for anyone who wants to gain knowledge on the current infrastructure environment, its processes, and operating procedures.

Organisation of the Document

Information in this document has been organised as follows:

Table 1: Organisation of the Document

| Chapter | Description |
| --- | --- |
| Chapter 1 | <Sample Text>  Gives a brief introduction to the content and scope of the document. |
| Chapter 2 | Insert Text here. |
| Chapter 3 | Insert Text here. |
| Chapters 4 – n | <Include relevant text> |
| Appendix A | <Include relevant text> |
| Appendix B | <Include relevant text> |

Typographical Conventions

The following table gives the details of the typographical conventions used in the document. *<In case the conventions are provided by the customer, update this table accordingly>*

Table 2: Typographical Conventions

| Formatting Convention | Type of Information |
| --- | --- |
| Key Names | Keys on the keyboard appear in title case (first letter in upper case). For example, Page Up, Caps Lock.  A combination of keys is connected by a +. For example, Shift + Tab means you should press the Shift key and Tab key together. |
| Filenames | Names of files are in italics. Example, System.mdb. |
| **Command** and **Screen** element names | Buttons, check boxes, and so on. Commands that you choose from the menus or dialog boxes appear in title case and are bold-faced.  Example: From the **Action** menu, click **Components**. |
| User-entered text | Text that you would need to enter appears in Verdana font |

References

<Include the names of the references used for making this document. Include their complete access paths. Use a table if the list of reference documents is long.>

List of reference documents are available in the following table.

| Document/Hyperlink Name | Reference Link/Path |
| --- | --- |
| <SOP Name 1> | <Shared Path>  This document captures detailed standard operating procedures specific to <Tower/Team>. |
| <SOP Name 2> | <Shared Path>  This document captures detailed standard operating procedures specific to <Tower/Team>. |

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<Update the list of figures after completing the document and following any changes made to the content. Ensure to number and caption all figures across the document.>

**No table of figures entries found.**

List of Tables

<Update the list of tables after completing the document and following any changes made to the content. Ensure to number and caption all tables across the document.>

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List of Abbreviations/Acronyms

<Enter acronyms and abbreviations used in this document and their expansion in the table. Sort them alphabetically. To do so, select the entire table. From the Ribbon, click Layout 🡪 Sort. The Sort window appears. Make the selections accordingly to sort the data aphetically, and then click OK.>

|  |  |
| --- | --- |
| Abbreviations/Acronyms | Expansion |
| BAU | Business as Usual |
| IT | Information Technology |
| ITIL | IT Infrastructure Library |
| SCCM | Service Centre Configuration Manager |
| SD | Service Desk |
| SLA | Service Level Agreement |
| SME | Subject Matter Expert |

1. Introduction

<Provide an Introduction to the current infrastructure environment/technology and overview of the processes and procedures involved within this environment/technology. Also, provide the background of the project and how TCS’ solution was required to meet the client’s business need.>

<Sample text>

BlackBerry Enterprise Server (BES) solution allows users to stay connected with wireless access to e-mails, corporate data, phone, web, organiser and collaboration features. BES is designed to be a secure, centralised link between an organisation's wireless network, communications software, applications, and BlackBerry devices.

TCS manages the Customer’s BlackBerry Enterprise Server by using the BlackBerry Administration Service (BAS). BAS is an authorised web-based tool to provide BlackBerry support services to the end-users.

* 1. About the Customer and the Customer Business

<Write few lines about the Customer and the Customer Business domain.>

1. TCS Organization Chart & Contact list

This section gives the TCS organization chart and the contact details of TCS associates.

* 1. Organization Chart

<Provide the Organization Chart of TCS.>

* 1. Contact List

<Provide the contact list of TCS associates.>

1. <Client Name> Support team Org Chart & Contact list

This section gives the Client organization chart and the contact details of Client associates.

* 1. Organization Chart

<Provide the Organization Chart of Client.>

* 1. Contact List

<Provide the contact list of Client.>

1. <Vendor/Partner> Support Team Org Chart & Contact List

This section gives the Vendor/Partner organization chart and the contact details of Vendor/Partner associates.

* 1. Organization Chart

<Provide the Organization Chart of Vendor/Partner.>

* 1. Contact List

<Provide the Contact list of Vendor/Partner associates.>

1. Reporting

This section specifies the list of Reports that is to be shared with the customer and also provides details on the reporting template, frequency and so on.

* 1. List of Reports

<Provide the details of reports that need to be published and their Frequency. Provide the details on how these reports are to be presented to the Management and the tools used to report it.>

The following table lists the report details:

Table 3: Reports and their Frequencies

| Name of the Report | Frequency to share the report | Report Distribution List |
| --- | --- | --- |
| <Report 1> | Bi-Weekly | <Name 1>, <Name 2> |
| <Report 2> | Monthly | <Name 1>, <Name 2> |

* 1. Report Templates

<Provide the templates for each report that is listed in the previous section 5.1: List of Reports. Provide details on how these reports are presented to the Management and the tools used to report it.>

1. Business Continuity Plan

<Provide the location of the BCP Plan. Mention the type of DR site (Hot/Warm/Cold). Also mention the service levels to customer in case of BCP>

Before sending this document to the customer, please ensure that you have deleted all Guideline Texts (displayed in Green and blue) and Callouts from the document.