[DATE]

DRAFT SERVICES CATELOGUE

IT DEPARTMENT A

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Document Control

Distribution

Name	Representing

Version Control

Version	Date	Status	Author	Comment

Introduction

Purpose

This documents is the reference document for services provided to the business. It describes the services and how they are delivered. It describes the Service Level Agreements and documents business requirements such as availability, reliability, uptime response times, fix times and services requests.

Scope

This document covers the current business services X. Y Z.

It covers locations …

Excluded are A, B, C

Terms and Abbreviations

Term/abbreviation	Definition

Assumptions and Dependencies

- Assumption 1
- Assumption 2

Authorisation

Approved by	Role	Date

Services Portfolio

Application Services

Payroll

Service Description

- Status
  - Available/Pipeline/retired
- Service Scope
  - Service Request
  - Incident Report
- Benefits

Technical Details

Service Level Agreement

- Service commitments
  - Target Availability
  - Target Reliability
  - Hours of Availability
  - Maintenance Window

IT Responsibilities

Customer Responsibilities

Service Management

Service Description

- Status
  - Available/Pipeline/Retired
- Service Scope
  - Incident Management
  - Problem Management
  - Change Management
  - Configuration Management

Benefits

Technical Details

Service Level Agreement

Service commitments

Target Availability

Target Reliability

Service Response Time (low med high severity)

Service Restoration Time (low med high severity)

Asset Accuracy

Capacity Reporting %

IT Responsibilities

Customer Responsibilities

Purchasing System

HR System

Invoicing System

Email and Collaboration

Internet System

Identity management

Desktop Software

Infrastructure Services

Desktop Systems

Database Systems

Application Systems

Network Systems (WAN WiFi LAN)

Mainframe

Professional Services

Project management

Business Analysis

Process Re-Engineering

Strategic Planning and Design

Security Services

Services Support (helpdesk)