DRAFT SERVICES CATELOGUE

IT DEPARTMENT A

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Contents

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 Package Example

Service Description

Status

Service Scope

Benefits

Technical Details

Service Environments

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Description

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Business Contact

Business Manager

Service Owner

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Demand Forecast

Vendor Management