



[DATE]

DRAFT SERVICES CATALOGUE

IT DEPARTMENT A

BRENDAN DUNN
[COMPANY NAME]
[Company address]



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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

Benefits

Technical Details

Service Level Agreement

Service commitments

Target Availability

Target Reliability

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)