

# **Shared Services Organization Service Catalog**



## **Service Card Guideline**

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## 1. Guiding principles

Each service card is designed to describe one service and you will find it inside the services portfolio and the services catalog.

A service card must follow these management and organization rules:

1. Each service card is under responsibility of one “**service owner**”;
2. All the time, a service card will be limited to **3 releases**;
3. The **SLA** will include service cards **by reference**.

## 2. Glossary

### 2.1. Acronyms

Acronym	Term
CI	Configuration Item
KPI	Key Performance Indicator
LAN	Local Area Network
QoS	Quality Of Service
ISDN	Integrated Services Dedicated Network
IP	Internet Protocol
MPLS	Multi Protocol Label Switching
MTBF	Mean Time Between Failure
MTBSI	Mean Time Between Service Interruption
SC	Service Card
SLA	Service Level Agreement
SMS	Short Message Service
SSO	Shared Services Organization
Telco	Telecom
TPnet	Technip intranet portal
WAN	Wide Area Network

## 2.2. *Terms*

Acronym	Term
<b>Accessibility</b>	
<b>Availability</b>	Ability of a Configuration Item or IT Service to perform its agreed function when required. Availability is determined by Reliability, Maintainability, Serviceability, Performance, and Security. Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime. It is Best Practice to calculate Availability using measurements of the Business output of the IT Service.
<b>Capacity</b>	The maximum Throughput a Configuration Item or IT Service can deliver whilst meeting agreed Service Level Targets. For some types of CI, Capacity may be the size or volume, for example a disk drive.
<b>Delay</b>	
<b>Performance</b>	A measure of what is achieved or delivered by a person, team or Process.
<b>Rate</b>	
<b>Reliability</b>	A measure of how long a Configuration Item or IT Service can perform its agreed Function without interruption. Usually measured as MTBF or MTBSI.

### 3. General constitution

#### 2.3. *Description*

The service card is organized in 8 sections:

1. **Service description overview:** Describes the service in simple terms as it could be understood by any employee within the organization. It must describe the exact limits of the service explaining the options, what is not included, the subscription period and how this service could be accessed.
2. **Service Levels:** Describes all the service levels with their exact execution context. The engagement is formalized as a service agreement in this section. Performance will be managed as a recurrent report including enterprise indicators (KPI) including intrinsic indicators, economic indicators or technical indicators. Within the service catalog, engagement levels described will be unique for all the clients but, on a case by case basis, they could follow negotiated evolutions that will be recorded in the service agreement.
3. **User context:** Describes service accessibility and usage characteristics by actors profile that could be either an individual or an organization.
4. **Execution context:** Describes the service delivery practical details within a given place and at a specific time.
5. **Financial:** Presents all the service delivery economic conditions by describing costs structures.
6. **Service actors:** Describes the 2 actors that are involved in the service delivery. They are identified either as individual or organization name.
7. **Compliance:** Explains how the organization makes citizen efforts to the community and environment benefits and how strong is his laws and regulations respect is enforced. Relies to International standards and company policies.
8. **Security and safety:** Explains how people safety and assets security laws, regulations and standards are enforced. People safety relies to body protection while assets security relies to buildings, technical infrastructures, documents and information.

### ***Identification and naming rules***

Each service card has a unique identifier within all the organization service cards.

This identifier is composed of:

- **Name** : Service name (level 1 or 2) as described in the services categories matrix – *WAN Access*
- **Category** : Category name as described in the services categories matrix - *Connectivity*
- **Reference** : Numeric identifier associated to the service name as described in the services categories matrix – *2.1.1*
- **Release** : Gives the service card release number (X.Y format starting from 0.1) and publication date (English format) – *v 1.0 03 28 11*
- **Status** : Gives how the service card is documented and applicable according to the following list :
  - ✓ **Not started** : The service is identified within the services categories matrix but not yet described
  - ✓ **Execute** : Under writing
  - ✓ **Define** : Waiting for validation
  - ✓ **Applicable** : Validated, ready to be used
  - ✓ **Retired** : Obsolete, no more applicable
- **File name** : file name according to following format : « SC **Reference** – **Name.doc** » - *SC 2.1.1 - WAN Access.doc*

### 3. Detailed content

All the following examples used to illustrate items description are based on the service card *SC 2.1.1*  
- *WAN Access.doc*

#### 3.1. « *Service description overview* » section

##### 3.1.1. « **Client service description** » Item

Client visibility : ☒

**Goals :** Service general and functional description from a customer and an end-user point of view. This description must use basic terms that will allow anybody to understand clearly what's about.

**Example :** *WAN Access service provides a standard and secured site interconnection for Technip locations, including offshore.*

*This service includes:*

- ✓ *Client connection initial setup*
- ✓ *Telco provider contract and operation management*
- ✓ *WAN link operation and monitoring*
- ✓ *IP address management compliant with Technip standards*

**Advices :** Use short phrases (subject, verb, and complement). Take simple and real life examples. Up to ten lines.

##### 3.1.2. « **Included item details** » Item

Client visibility : ☒

**Goals :** Describes service components. The goal here is to make clear all the deliverables and linked services that are required to deliver the service all along his life cycle from subscription till end of service.

- Example :**
1. **Initial setup**
    - 1.1. *Link creation*
    - 1.2. *Configuration: bandwidth, backup link, performance (QoS)*
  2. **Monitoring**
    - 2.1. *Physical link monitoring*
    - 2.2. *Proactive notification and incident resolution*
    - 2.3. *QoS management based on fives groups (data, file transfer, video, voice over IP, phone)*
    - 2.4. *Periodic test of backup links*
  3. **Security services**
    - 3.1. *Secured WAN access points*
    - 3.2. *Backup link with lowest bandwidth and performance*
  4. **WAN service management**
    - 4.1. *Capacity management ( based on client requirements and monitored inbound and outbound bandwidth values)*



#### 4.2. Telco provider relationship and contract management

**Advices :** Service decommissioning doesn't mean stopping service delivery for all services: few services like legal archiving remains up all the time required by the law and regulations to access archived data. This means service price includes those extra costs.

#### 3.1.3. « Not included » Item

*Client visibility :* ☒

**Goals :** List all service components that are not included in the service delivery and that will not be covered by the « Options » item. These components could be delivered by other services from this catalog (make reference to the services within the catalog) or they are not available.

**Example :**

- ✓ *Messaging service (see service ref: 5.1.0)*
- ✓ *Internet access (see service ref: 2.1.2)*
- ✓ *LAN infrastructure architecture and setup on Technip Locations*
- ✓ *Workstations and related services (see service ref: 4.2.0)*
- ✓ *Conferencing Media (audio, video, web) (see service ref: 5.2.0)*

**Advices :** Take care to identify all the services a client could expect, then exclude those that are not in your delivery perimeter.

#### 3.1.4. « Options » Item

*Client visibility :* ☒

**Goals :** List all items that could improve the standard service offering. These options could be taken individually or as a whole. Each option will be valued on a case by case basis. You can have an option that provides a technical component (i.e. firewall).

**Example :**

- ✓ *Dedicated QoS (quality of service) management settings according to service level*
- ✓ *Redundant links with related architecture (depends on QoS)*
- ✓ *Secured access to WAN network (firewall)*

**Advices :** Drastically reduce the number of options as each one could have potential huge impacts on service levels.

### 3.1.5. « Product composition » Item

Client visibility : ☒

**Goals :** List hardware components that are involved in the service delivery.

**Example :**

- Telco links: primary and backup
- Router
- Connection (cable or satellite depends on client geographical position)

**Advices :** This list is part of the corporation standards for hardware and solutions delivery.

### 3.1.6. « Lifecycle and service access modalities » Item

Client visibility : ☒

**Goals :** A service could be either recurrent (renewal cycle) or special event based (life time known at subscription). This item describes the service delivery life cycle: subscription, proposal, customer agreement, provisioning, and delivery and close out. It gives the service subscription life time and, when applicable, renewal rules. For service close out, it gives notice and closing conditions, including data management.

**Example :** *Subscription process:*

1. Client provides specifications
2. Technip proposal
3. Agreement signature
4. Setup
5. Operations with bandwidth and usage optimization

**Duration:**

*Unlimited except for specific projects*

**Disengagement conditions:**

*3 months before end of service*

**Advices :** A special event based delivery could be expected for all services from the catalog. But agreement workload will become dramatically complex and represent a huge workload, so the reasonable way is to limit the number of special event based services to up to 2% or 3% of the services catalog.

### 3.2. « Service Levels » Section

#### 3.2.1. « Indicator » Item

Client visibility : ☒

**Goals :** Information's value used to estimate a service or service component level. It is either measured, or computed, or both. This indicator is unique as it relies to a repository.

**Example :** Wan link availability, time to repair after incident

**Advices :** Focus on measurable indicators that will be understood by everybody, and that has a direct link with real life operations.

#### 3.2.2. « Family » Item

Client visibility : ☒

**Goals :** Categories used to categorize indicators and relying to a fixed list.

**Example :** Availability, Performance, Reliability, Capacity, Accessibility, Delay, Rate

**Advices :** Family list improvement is under one corporate manager responsibility.

#### 3.2.3. « Unit » Item

Client visibility : ☒

**Goals :** Unit to state the indicator.

**Example :** %

**Advices :** Select easily understandable stating units from operations point of view.  
Don't invent new units!

#### 3.2.4. « **Frequency** » Item

Client visibility : ☒

**Goals :** Indicator publishing frequency. This time slice will be used for the indicator measure/computation. You can expect to manage calendar recurrent or calendar rolling indicators.

**Example :** *Monthly*

**Advices :** Do not use short time slices to avoid huge data volumes to manage.

#### 3.2.5. Class « **Bronze, Silver, Gold** » Item

Client visibility : ☒

**Goals :** Service levels used to commit between a customer and a provider. Selected levels are Bronze, Silver and Gold for all services, Gold is the highest level. A level is characterized by an indicator value, this value could either define a nominal mode, a degraded mode or a growing mode (service requests unplanned growth).

**Example :** *Bronze : 99,5%   Silver : 99,7%   Gold : 99,9%*

**Advices :** Do not select values to demonstrate you are able to provide high levels of delivery. The value to select must have a reasonable meaning from an economic point of view and should be compatible with an improvement process. In other words “start low to grow and not the opposite” or “take your teams in a success approach”. The choice could be helped using upstream constraints like providers. At the opposite, take care to not expect strong service levels from your providers as the final cost will become too high (including the risk rate they will not be able to respect their commitment).

### 3.2.6. « KPI Reporting » Item

Client visibility : ☒

**Goals :** **Key Performance Indicator. List main indicators that will be included in the recurrent reporting. Report publishing frequency is independent from reported indicators measure/compute frequency. This list must contain at least all indicators used to define the service level. It could be complemented with other indicators that could explain how service levels are sustained and the execution context.**

**Example :** *Monthly report including trends describing (by site) :*

- *Primary MPLS link bandwidth*
- *Primary link outbound data flow*
- *Time to deliver the service*
- *Latency*
- *Site availability*
- *Primary link recovery delay*
- *list of changes (planned and unplanned) and events*
- *list of planned changes for next month*
- *list of outage and duration*

**Advices :** Build your report based on indicators with values that change value over time: an indicator with a stable value has no interest so the advice is to cancel it from the report. Keep in mind the “improvement rule”.

### 3.3. « User context » Section

#### 3.3.1. « Service Accessibility » Item

Client visibility : ☒

**Goals :** Gives area(s) where the service could be accessed. Worldwide or Global means it is accessible from any area within the group, otherwise specific areas and/or countries and/or towns are listed if required.

**Example :** Area A, Dallas

**Advices :** You can list more than one areas and/or locations and/or towns.

#### 3.3.2. « Contract Service Hours » Item

Client visibility : ☒

**Goals :** Time slot to use where service levels defined in section « 3.2. Service Levels » will be applied.

**Example :** 24x365, last week of the month, every end of project

**Advices :** You can have more than one time slot.

#### 3.3.3. « Actor Type » Item

Client visibility : ☒

**Goals :** Describes the actor(s) with his roles and assignments that will use this service. They could be individuals or internal/external entities (client, partner).

**Example :**

- IT department
- Facilities actors
- IT and business project context (limited duration)

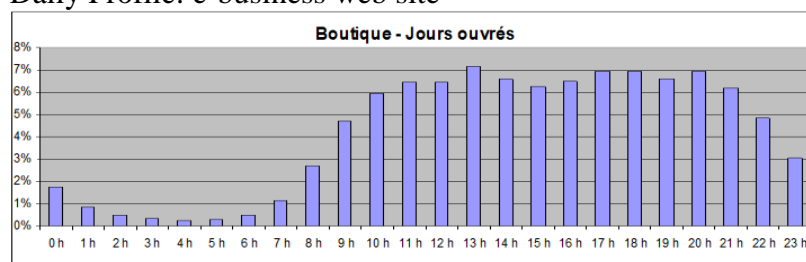
**Advices :** You can have more than one actor. The advice is to rely on enterprise published directory and organization chart.

### 3.3.4. « Usage Profile » Item

Client visibility : ☒

**Goals :** Explains how the service will be used by clients (actors described above) according to well known profiles like daily, weekly, monthly or season based profiles.

**Example :** Daily Profile: e-business web site



**Monthly profile:** Payroll is executed each month 2 days before end of month to ensure credit on employee's accounts occurs on last day.

**Season profile:** New year wishes sent on 1st of January, each year, by SMS. On December, each year, BC transactions number is huge.

**Advices :** Each day, month or year could have a specific profile. The target is to look for and put at first level recurrent comportments rather than going in deep details.

### 3.3.5. « Usage Mode » Item

Client visibility : ☒

**Goals :** Explains how this service will be used : recurrent on special event based.

**Example :** Recurrent / Special events

**Advices :** Try to manage the most of services on a recurrent base, as special event based services require a case by case quote.

### 3.4. « Execution context » Section

#### 3.4.1. « Geographical » Item

Client visibility : ☐

**Goals :** Indicates where this service will be executed by the provider.

**Example :** Centralized to Paris area. Localized.

**Advices :**

#### 3.4.2. « Prerequisites » Item

Client visibility : ☐

**Goals :** List of all conditions that will be enforced to ensure a good service execution quality all along his life cycle. If not, initial mutual commitment could be broken.

**Example :**

- Customer agreement signed with initial specifications and capacity plan
- Technical context validation before running
- Site context: bandwidth & latency validation before service level agreement
- Monthly recurrent 1 year capacity forecasts (data volume, bandwidth, ..)

**Advices :** Take care when working on this item as it relies directly to engagements.

#### 3.4.3. « Execution Modalities » Item

Client visibility : ☐

**Goals :** Describes time slots for the service to be delivered according to service levels from a provider point of view.

**Example :** 24x7x365

**Advices :** Time slots must be synchronized with usage context and with your service providers.



#### 3.4.4. « **Planned Availabilities** » Item

Client visibility : ☐

**Goals :** Explains how maintenance periods or emergency periods will be planned with full client acknowledgement. This rule is to avoid these periods in the service level availability indicator measure and compute. In all other situations you must create an incident.

**Example :** - Communicated to client at monthly meeting  
- Urgent actions must be communicated to the client at least 3 days before

**Advices :** Take care to define it as soon as possible in the negotiation process with your client.

### 3.5. « Financial » Section

#### 3.5.1. « Cost Driver » Item

Client visibility : ☒

**Goals :** Describes all parameters that will impact service cost that could be used to bill the service. Note they could be used as bill reduction from a client point of view.

**Example :** - Setup delay  
- Site context: bandwidth/availability/recovery

**Advices :** Try to select parameters that could influence client usage profile.

#### 3.5.2. « Billing & Cost Unit » Item

Client visibility : ☐

**Goals :** Explains service cost structure for each client with billing units :  
- Initial cost: items used to build subscription cost  
- Recurrent cost: items used to build usage cost

**Example :** - initial costs:  
- Implementation context (earth, offshore, desert, ...)  
- Architecture redundancy  
- recurrent costs: bandwidth (access line + backbone)

**Advices :** Try to avoid parameters that will generate a large number of detailed items with the consequence of a huge workload to calculate costs. Prefer fixed rate items rather than usage based items that will require a “case by case” measure and management.

#### 3.5.3. « Invoicing Mode » Item

Client visibility : ☒

**Goals :** Defines billing mode and frequency.

**Example :** Quarterly Billing (to be validated)

**Advices :** Try to avoid high frequency billings because of billing costs : prefer quarterly billing compared to monthly billing.

#### 3.5.4. « Price » Item

Client visibility : ☒

**Goals :** Tax free cost billed to client: could be fixed rate or usage based.

**Example :** Fixed rate 30 € + overrun 12 € = 42 €  
or unit price 15 € \* 250 units used = 3,750 €

**Advices :** Prefer fixed rate to free the provider against services with no or low usage.

#### 3.5.5. « Financial Codification » Item

Client visibility : ☒

**Goals :** Financial codification for billed service.

**Example :** To be defined

**Advices :** Catch up with Finance colleagues to get a codification system that conforms to your corporate standards.

#### 3.5.6. « Client Target » Item

Client visibility : ☒

**Goals :** Among potential customers, list those that can subscribe the service.

**Example :** Region A customers, worldwide external providers

**Advices :** You can have more than one customer and provider allowed to subscribe the service.

### 3.6. « Service actors » Section

#### 3.6.1. « Service Owner » Item

Client visibility : ☒

**Goals :** Identifies the individual in charge of service definition and improvement. It is responsible for service efficiency.

**Example :** John FILLER

**Advices :** Must be unique all over the company.

#### 3.6.2. « Manager in charge of Service Delivery » Item

Client visibility : ☒

**Goals :** Identifies the individual(s) in charge of service delivery.

**Example :** Michael CHANG : B area  
Pierre DUPONT : Paris

**Advices :** Prefer to select individuals that could have an influence on service delivery operations and with a good communication skill.

### 3.7. « Compliance » Section

#### 3.7.1. « Environment » Item

Client visibility : ☒

**Goals :** Describes how service delivery is optimized to reduce environmental impact.

**Example :** - Green datacom rooms as they minimize power consumption  
- Recycling managed by IT Corporate according to internal standards

**Advices :** List all points that have a positive result to reduce service delivery environmental impact: power, footprint, recycling. Contact your ISO 14000 quality manager.

#### 3.7.2. « Facilities access » Item

Client visibility : ☒

**Goals :** Describes all rules enforced to control service production areas physical access.

**Example :** Datacom rooms access control is based on nominative authorization only.

**Advices :** To do when physical controls are based on nominative and/or personal data (biometry, name) recorded in files that are eligible to legal registration. Contact your Information Security Officer for help.

#### 3.7.3. « Applicable Laws & Regulations » Item

Client visibility : ☒

**Goals :** List of laws and regulations the service and his environment must be compliant with.

**Example :** Based on European Technip policies and standards that achieve the best of international regulations.  
Compliant with: to be defined

**Advices :** Contact your Risk Manager for help.

#### 3.7.4. « Standards » Item

Client visibility : ☒

**Goals :** List of all standards (best practices, policies) the service complies with.

**Example :** *Example 1: Technip standards and policies are applicable.  
Example 2: ISO 27001*

**Advices :** Contact your quality officer for help.

### 3.7.5. « Others » Item

Client visibility : ☒

**Goals :** Any other information that could help about laws and regulations conformance.

**Example :**

**Advices :**

### 3.8. « Security and safety » Section

#### 3.8.1. « Information Confidentiality / Integrity » Item

Client visibility : ☒

**Goals :** Explains how client data integrity and confidentiality are managed. To be declined according to every country where the service is executed and accessed/used.

**Example :** *Data integrity and confidentiality is under full client responsibility. Telco provider guarantee data integrity and confidentiality (see telco contract)*

**Advices :** Contact your Information Security Officer.

#### 3.8.2. « Information Protection / Recovery » Item

Client visibility : ☒

**Goals :** Explains how the service execution could benefit from infrastructure protection rules and how it could be restarted on a recovery site in case of a disaster or a long time service interruption.

**Example :** - Data protection is not under telco provider responsibility.  
- Recovery is operated by telco provider according to contract.

**Advices :** Contact your Information Security Officer and the site manager in charge of DRP (Disaster Recovery Plan).

#### 3.8.1. « People Safety » Item

Client visibility : ☒

**Goals :** List all laws and regulations the service complies with for people safety. To be declined according to countries.

**Example :** *People safety is compliant with Technip policies and standards, except if local regulation requires highest levels.*

**Advices :** Contact each site manager where the service is executed.

## 4. Appendix

### 4.1. Service Card Template



**S.S.O. Service Catalog**

Service: "Service Name"

Ref: "0.0.0"

Category: "Service Category"

v X.Y  
MM DD YYYY  
Status: Define

<i>Workshops</i>	<i>Name</i>	<i>Date</i>	<i>Office</i>	<i>Phone</i>
Service Owner				
Service Manager				
Actors :				
	Thierry CHAMFRAULT		Adria	+33 147 786917

Not Started : ☐

Execute : ☐

Define : ☐

Applicable : ☐

Retired : ☐

<b>SERVICE DESCRIPTION OVERVIEW</b>	<i>Client service description</i>
	<i>Included items details</i>
	<i>Not included</i>
	<i>Options</i>
	<i>Product composition</i>
	<i>Lifecycle and service access modalities</i>

<b>SERVICE LEVELS</b>	<i>Indicator</i>	<i>Family</i>	<i>Unit</i>	<i>Frequency</i>	<i>Service Class</i>		
					<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
	<i>KPI Reporting</i>						



<b>USER CONTEXT</b>	<i>Service Accessibility</i>
	<i>Contract Service Hours</i>
	<i>Actor Type</i>
	<i>Usage Profile</i>
	<i>Usage Mode</i>
<b>EXECUTION CONTEXT</b>	<i>Geographical</i>
	<i>Prerequisites</i>
	<i>Execution Modalities</i>
	<i>Planned Unavailabilities</i>
<b>FINANCIAL</b>	<i>Cost Driver</i>
	<i>Billing &amp; Cost Unit</i>
	<i>Invoicing Mode</i>
	<i>Price</i>
	<i>Financial Codification</i>
	<i>Client Target</i>
<b>SERVICE ACTORS</b>	<i>Service Owner</i>
	<i>Manager in charge of Service Delivery</i>

<b>COMPLIANCE</b>	<i>Environment</i>
	<i>Facilities Access</i>
	<i>Applicable Laws &amp; Regulations</i>
<b>SECURITY AND SAFETY</b>	<i>Standards</i>
	<i>Others</i>
	<i>Information Confidentiality/Integrity</i>
	<i>Information Protection/Recovery</i>
	<i>People Safety</i>