

**ITSE [SERVICE NAME]**

INSTRUCTIONS:

Please, try to fill as many information as you can. The more accurate info we get, the better service we can offer. If there is any section that does not apply to your service, do not delete it, just leave it as it is. Thank you

**AKA** (Also Known As)

Alternative name

**DESCRIPTION**

Short service description with functionality, criticality, etc. (2 lines max.)

**SCOPE**

OU, CBU, Country, Location, Department

**TAGS**

Service tags

**OWNER**

Service responsible and Backup

**FUNCTIONAL TEAM/EXTERNAL PROVIDER** (provide email address)

High level support

**ADMINISTRATON/USER MANAGEMENT TEAM**

Administration level support

**END-USER SUPPORT TEAM**

End-user level support

**WORKFLOW**

Step by Step to complete the process

Example*. Request in GRAFO > Validation (Michele CARIZZONI) > Execution (User Management) > Send info and credentials (User Management) > Task in ServiceNow for Installation (ServiceDesk) > Task in ServiceNow for configuration (OSS) > Done*

**VALIDATION/LICENSE REQUIREMENTS**

Describe validation process and license requirements

**GRAFO**

Service name, Cluster

**SERVICENOW**

Category, Service, Instance(s), Configuration Item(s)

**SOFTWARE INSTALLATION AND CONFIGURATION REQUIREMENTS**

Company Portal, Altiris, Repository, Download from Internet…

**COMPATIBLE DEVICES/APPS**

Describe how users can have access (PC, iPad, Android, app, plugin, web browser compatibility…)

**USER URL AND CREDENTIALS**

Front-end URL, SSO or non SSO, who can unlock and reset password…

**ADMINISTRATON/USER MANAGEMENT URL AND CREDENTIALS**

Back-end URL, SSO or non SSO, Generic credentials, user list with access

**TROUBLESHOOTING**

If there are any identified problems related to installation, access, configuration, app, etc. they must be listed here

**ATTACHMENTS**

If Administration/User Management is managed locally, please attach the procedure for new user, modification and delete user