TYPE: Customer-Facing Services (APPLICATION, TECHNICAL, PROFESSIONAL)

Service Type

Application	Technical	Professional
Application Hosting Services (per system)	Email (management of services)	Service Level Management
Enterprise Content Management (FileHold)	Desktop Services	Project Management
	File/Print Services	IT Consulting
	Internet/Intranet	Security Architecture
	Service Desk	IT Architecture
	Remote Access	Architectural Reviews of New Technology
	Network Access	IT Procurement Services
	Backup/Recovery	Application Development
	Telephony (phone system)	Application Enhancement
	Telephony (cellular)	Application Maintenance
	Storage Provisioning	Vendor Relations
		Business Analysis
		Training
		On-Call Support
		Field Support

OUT OF SCOPE - SUPPORTING SERVICES

TYPE: IT Supporting Services (CORE INFRASTRUCTURE, DATA CENTRE, SECURITY)

Service Type

Core Infrastructure	Data Centre	Security
Infrastructure Services (DNS, DHCP)	Facilities Management (power, cooling, space)	Identity and Access Management (Active Directory)
Network Services (LAN,WAN, WiFi)	Cloud Management (Azure, O365)	Anti-Virus
Storage Management (NAS,DAS)		Compliance
Compute (Physical/Virtual)		Certificate
License Management		
Monitoring		