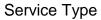
TYPE: Customer-Facing Services (APPLICATION, TECHNICAL, PROFESSIONAL)





Application	Technical	Professional	
Application Hosting Services (per system)	Email (management of services)	Service Level Management	
Enterprise Content Management	Desktop Services	Project Management	
(FileHold)	•		
	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		