Instructions

The purpose of this document is to ensure that any reader or user of this template will have clarity in how to populate it, and with what details. The following pages provide the recommended body of the template.

This standard template has been developed by members of the SLM SIG Working Party and includes significant input from itSMF members, contributing at various SLM SIG events The contributing members span a wide range of industries, both public and private sector, and include users, vendors, consultants and managed service providers.

In using this template you need to recognise that one size does not fit all and that you will certainly need to adapt the template to your own organisation.

1. Save this template under a new name before initial population.
2. Review & complete all relevant sections in this template.
3. Remove all sections that are not relevant.
4. Replace or remove all coloured text from the final draft of this document.
   a. Replace all text in **red** with appropriate text (required text in final document).
   b. Remove all text in **blue** (instructions and guidance for population).
5. Adjust template text as required to reflect unique requirements.
6. Change document Header and Footer to represent your own company standards.
7. Spell check document.
8. Convert all text to Black.
9. Add cover page according to your own company standards indicating what the document is, e.g. Policy, OLA, SLA, etc
10. Update Table of Contents.
11. Remove this page before final publication.

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Service Catalogue Examples

Contents

1   Example of a Business Service Catalogue

			Customer Details				
			HR	**Factory**	**Finance**	**Marketing**	
			Business processes description: Working hours*: Monday – Friday 9am – 5pm* Customer contact details:	Business process description: Working hours *Monday – Friday 7am – 7pm Sat 8am – 4pm* *Critical times:* *1st Wed of each Month 8am-9am each day* Customer contact details:	Business process description: Working hours *Monday – Friday 9am – 5pm* *Critical times:* *Last working day each month* *Week before end of quarter* *Two weeks prior to April 4 annually* Customer contact details:	Business process description: Working hours: Monday – Friday 9am – 5pm Customer contact details:	
		IT Service Characteristics					
Service Details	**E-mail**	Hours of operation*: e.g. Monday to Friday 24x7* Hours of support: Availability target: Response time: SLA reference number: SLA location:	✔ Insert additional characteristics which are specific to the service and customer				
	Accounts Service	Hours of operation: Hours of support: Availability target: Response time: SLA reference number: SLA location:			✔ Cost, Customer / Service specific deviations from the norm, Business priority, Business impact		
	Ordering Service	Hours of operation: Hours of support: Availability target: Response time: SLA reference number: SLA location:		✔	✔		
	Stock control Service	Hours of operation: Hours of support: Availability target: Response time: SLA reference number: SLA location:					

2   Example of a Technical Service Catalogue

	ID (s)	Level 1	Level 2	Level 3	Maintainer
PC		Service Desk *OLA ref* *Supported hours*	Desktop Support *OLA ref* *Supported hours* *Resolution Targets*	Hardware maintainer *Supported hours* *UC ref*	HP
Server H/W		Service Desk *OLA ref* *Supported hours* Operations Bridge *OLA ref* *Supported hours*	Server Ops *OLA ref* *Maintenance windows* *Target resolution times*	3rd Line Server team	HP
Server O/S		Service Desk *OLA ref* *Supported hours* Operations Bridge *OLA ref* *Supported hours*	Server Ops *OLA ref* *Maintenance windows* *Target resolution times*	3rd Line Server team	Microsoft
Router		Service Desk *OLA ref* *Supported hours* Operations Bridge *OLA ref* *Supported hours*	Network Ops *OLA ref* *Maintenance windows* *Target resolution times*	Network Support	Cisco
Application		Service Desk *OLA ref* *Supported hours* On-call support *OLA ref* *Supported hours*	Application Support *OLA ref* *Maintenance windows* *Target resolution times*	Application Development	In-House

3   <u>**Example of a User Request Catalogue**</u>

Bundles	**Product**	**Picture**	**Supplier**	**Code**	**Description**	Price	**Delivery**	Installation
1	Desktop PC				GMP Standard Desktop Bundle - Optiplex GX745 (1Gb RAM, 40Gb Hard Disk, 17" monitor, Keyboard, Mouse, 18X DVD +/- RW Drive)			
2	Laptop				GMP Standard Laptop Bundle - Latitude D620 (1Gb RAM, 40Gb Hard Disk, 8X DVD+/- RW Drive 14.1 LCD Screen, Carry Case, mouse)			
3	A4 Mono Printer				Lexmark T644DTN Mono A4 Duplex Network Printer (Inc. 2000 sheet input draw & 1850 high capacity feeder)			

Hardware

Type	Product	Picture	Supplier	Code	Description			
BlackBerry	8100 (Pearl)				BlackBerry 8100 (Pearl)			
	8310 (Curve)				BlackBerry 8310			
BlackBerry Accessories	Bluetooth Headset				Vodafone Bluetooth Headset			
	7130 Case				VF PDA Small Vertical Case			
Printers	A4 Mono Printer				Lexmark T644DTN Mono A4 Duplex Network Printer			
	A3 Mono Printer				Lexmark W840DN Mono A3 Duplex Network Printer			
	A4 Colour Printer				Lexmark C772DTN Colour A4 Duplex Network Printer			

	A3 Colour Printer				Lexmark C920DTN Colour A3 Duplex Network Printer (It is recommend that the C920 Cabinet is purchased)			

Software

Name	License	Supplier	Code	Description	Price	Delivery	Installation
Adobe Studio 8	License Only	SBL	38002609 BS	Adobe Studio Win v8.0 License		N/a	Free
Microsoft Project	License Only	SBL	076-03817	Project 2007 English MVL		N/a	Free
Microsoft Office	License Only	SBL	79P-01207	MS Office Pro Plus 2007 English MVL		N/a	Free
Microsoft Autoroute	License Only	SBL	689-00914	MS AutoRoute Euro 2007 Win32 English MVL		N/a	Free
Microsoft Visio	License Only	SBL	D86-02852	MS Visio Std 2007 English MVL		N/a	Free
Microsoft Publisher	License Only	SBL	164-04764	MS Publisher 2007 English MVL		N/a	Free
SQL CAL	License Only	SBL	359-01743	SQL CAL 2005 English MVL Device CAL		N/a	Free

LAN

Type	Product	Supplier	Code	Description	Price	Delivery	Installation
LAN Sockets	1-5 new sockets	*"Quotes to be obtained"*	N/a	Provide 1 to 5 new LAN sockets		N/a	Included
	6-10 new sockets	*"Quotes to be obtained"*	N/a	Provide 6 to 10 new LAN sockets		N/a	Included

Professional Services

Type	Product	Supplier	Code	Description	Price	Delivery	Installation
Office Moves	Engineering Staff			Half an Engineering Day		N/a	???
	Engineering Staff			Full Engineering Day - Weekday (Mon to Fri excluding bank holidays)		N/a	???