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

Service Type

Application	Technical	Professional
Application Hosting Services (per system)	Email	Service Level Management
Enterprise Content Management (Alfresco)	Desktop Services	Project Management
	File/Print Services	IT Consulting
	Internet/Intranet	Security Architecture
	Service Desk	IT Architecture
	Mobile Communications (cell)	Architectural Reviews of New Technology
	Remote Access	IT Procurement Services
	Network Access	Application Development
	Backup/Recovery	Application Enhancement
	Telecommunications (phones, pagers)	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	Anti-Virus
Storage Management (SAN,NAS,DAS)		Compliance
Compute (Physical/Virtual Servers)		Certificate (RADIUS)
License Management		
Monitoring		