#### **Document History**

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| Service name | The name of the customer facing service as known to your customer. |

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| Service description | A basic description of what the service does, and what the deliverables and outcomes are. |

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| Service type | Depends on the categorisation structure you have established for your serve catalogue. |

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| Supporting services | List any supporting services.A supporting service is an IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services (for example, a directory service or a backup service).Supporting services may also include IT services only used by the IT service provider.Also include information about the supporting service(s) relationship to the customer-facing services |

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| Business owner(s) | Name and Job titleIt’s best to also include the business owner’s email address and contact number |

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| Business unit(s) | Official business unit nameA business unit is a segment of the business that has its own plans, metrics, income and costs. |

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| Service owner(s) | Name and Job title, email address and contact numberA service owner is responsible for managing one or more services throughout their entire lifecycle.  |

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| Business impact | Describe what would be the impact of not having this service available. Business impact is typically based on the number of users affected, the duration of the downtime, the impact on each user, and the cost to the business (if known).It may be easier to describe the positive business impact of the service being available. |

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| Business priority | A category level (e.g. Critical versus None-critical or High, Medium, Low) |

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| Service level agreement | This can be a hyperlink to the full SLAAn SLA is an agreement between an IT service provider and a customer. It describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers or may be a corporate SLA covering many services and customers. |

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| Service hours | For example, ‘Monday–Friday 08:00 to 17:00 except public holidays’.Defined as an agreed time period when a particular IT service should be available. The service hours will also be defined in the service level agreement. |

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| Business contacts | This is where you can document the key business contacts, maybe by location. For example, branch managers, department heads who may need to be contacted. |

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| Escalation contacts  | Typically name, email address and phone number of those in the defined escalation path in business and IT |

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| Service reports  | A list of the operational reports available for this particular service.May also include:* Service achievement reports
* Operational reports. Typically produced frequently (weekly or perhaps even more frequently).
* Exception reports. Typically produced whenever an SLA has been broken (or threatened, if appropriate thresholds have been set to give an ‘early warning’).
* Periodic reports. These are typically produced and circulated to customers (or their representatives) and appropriate IT managers a few days in advance of service level reviews, so that any queries or disagreements can be resolved ahead of the review meeting. May include a SLA monitoring (SLAM) chart at the front of a service report to give an ‘at-a-glance’ overview Periodic reports are typically synchronized with the reviewing cycle.

These reports will be defined in detail in the full SLA. |

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| Service reviews  | Describe when and where they occur and the frequency of the review meeting. A service review meeting is where Service level management reports on service levels, reviews achievements, breaches and near misses and identifies required improvements with customers. |

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| Security rating | Dependent upon your organisations security rating criteria |