

Generic Service Catalogue template

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Review and Approval

This document requires the following approvals.

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Service name	The name of the customer facing service as known to your customer.
Service description	A basic description of what the service does, and what the deliverables and outcomes are.
Service type	Depends on the categorisation structure you have established for your serve catalogue.
Supporting services	<p>List any supporting services.</p> <p>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.</p> <p>Also include information about the supporting service(s) relationship to the customer-facing services</p>
Business owner(s)	<p>Name and Job title</p> <p>It's best to also include the business owner's email address and contact number</p>
Business unit(s)	<p>Official business unit name</p> <p>A business unit is a segment of the business that has its own plans, metrics, income and costs.</p>
Service owner(s)	<p>Name and Job title, email address and contact number</p> <p>A service owner is responsible for managing one or more services throughout their entire lifecycle.</p>
Business impact	<p>Describe what would be the impact of not having this service available.</p> <p>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).</p> <p>It may be easier to describe the positive business impact of the service being available.</p>
Business priority	A category level (e.g. Critical versus None-critical or High, Medium, Low)
Service level agreement	<p>This can be a hyperlink to the full SLA</p> <p>An SLA is an agreement between an IT service provider and a customer. It describes the IT service, documents service level targets,</p>

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	<p>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.</p>
<p>Service hours</p>	<p>For example, 'Monday–Friday 08:00 to 17:00 except public holidays'.</p> <p>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.</p>
<p>Business contacts</p>	<p>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.</p>
<p>Escalation contacts</p>	<p>Typically name, email address and phone number of those in the defined escalation path in business and IT</p>
<p>Service reports</p>	<p>A list of the operational reports available for this particular service.</p> <p>May also include:</p> <ul style="list-style-type: none"> • 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. <p>These reports will be defined in detail in the full SLA.</p>
<p>Service reviews</p>	<p>Describe when and where they occur and the frequency of the review meeting.</p> <p>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.</p>
<p>Security rating</p>	<p>Dependent upon your organisations security rating criteria</p>