
IT Service Management

Company ABC Service Catalog

Company ABC Service Catalog

Overview

Introduction This document describes the catalog of services supported by Company ABC Email Division.

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Document Information

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Version The following table refers to Version, Date, and Revisions.

Version	Date	Revisions

Catalog Definition

Definition	The ABC Service Catalog contains a written statement of the IT business services, default levels and options for which the ABC organization is responsible.
Purpose	<p>The purpose of the ABC Service Catalog is to:</p> <ul style="list-style-type: none">• Provide a clear picture of all the business services for which ABC is responsible for• Foster a clear understanding of what ABC employees can expect from those services• Provide a basis for managing and monitoring the ABC infrastructure that is aligned to ABC business requirements
Service Definition	An ABC Service is defined as a set of IT infrastructure processes, technologies and organizational solutions that enable an ABC business process.

Catalog Structure

Introduction

Each ABC service is described in this catalog using the following elements:

Element	Description
Service	Identifies name of the ABC service being provided
Status	Identifies status as one of the following: <ul style="list-style-type: none">• PROPOSED – service under development and not yet live• LIVE – service offered in production• ARCHIVED – service no longer offered
Description	Offers a brief description of the service in customer (non-technical) terms
Standard Service Features	Describes features and functions of the service available to any ABC employee who receives the service – these are provided under the ABC Base Service Level Agreement
Optional Service Features	Describes features and functions of the service only available to ABC employees and hierarchies upon special request – these are only provided under ABC Extended Service Level Agreements
Delivery Scope	Identifies which ABC hierarchies and business units are eligible to receive the service
Delivery Channels	Identifies which delivery channels the service may be received with – examples might be: <ul style="list-style-type: none">• Laptops• Workstations• Intranet• Blackberry Devices, etc.
Service Hours	Identifies timeframes and operating hours for which ABC employees can use the service
User Requirements	Indicates pre-requisites that a ABC employee should have in order to successfully receive the service
Service Initiation	Identifies where ABC employees can go to obtain the service
Service Support	Identifies where ABC employees can go to receive help in the event that problems occur with the service
Standard Costs	Indicates any ABC employee, division or business unit costs employees with the Standard Features provided with the service
Optional Costs	Indicates any ABC employee, division or business unit costs employees with the Optional Features provided with the service
Service Targets	Describes expectations for delivery of the service in customer (non-technical) terms

Service: Email

Status	PRODUCTION
Description	Delivers electronic messages to and from ABC Employees.
Standard Service Features	<p>Standard features of this service are:</p> <ul style="list-style-type: none">• Sends and receives email messages, both internally and via the Internet.• Provides a calendar feature with scheduling capability.• Provides an easily accessible Global address list of email addresses and “white page” information.• Allows for up to 100Mb of mailbox storage space by default.• Sends and receives file attachments (such as Word documents, Excel spreadsheets, etc).• Provides the ability to create “distribution groups” holding a number of e-mail addresses for easy distribution.• Deletes Email and calendar items over 90 days old automatically per legal requirements.• Provides access to mailbox via a browser (Outlook Web Access)• Allows for shared messages, contacts, and calendar items through Public Folders.• Provides virus and spam protection.
Optional Service Features	<p>Optional features of this service are:</p> <ul style="list-style-type: none">• Provides SEC compliance - available only for Employees bound by specific licensing.
Delivery Scope	Corporate-wide, within the domestic U.S.
Delivery Channels	<p>Delivers services via the following:</p> <ul style="list-style-type: none">• ABC desktops/laptops• Blackberry• Mainframe terminal

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Service: Email, Continued

Service Hours	24 hours 7 days per week including holidays.
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User Requirements	To use this service, users must have: <ul style="list-style-type: none">• Standard ABC desktop configuration.• Active Directory account.• Exchange mailbox.
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Service Initiation	This service may be obtained via: <ul style="list-style-type: none">• WebOrder; ABC website (http://www.companyabc.com).
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Service Support	Help with resolving problems and issues with this service can be obtained via: <ul style="list-style-type: none">• Service Desk (800-999-9999)
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Standard Costs	\$50/month per account chargeback.
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Optional Costs	None.
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Service Targets	<p>Targets for this service are:</p> <ul style="list-style-type: none">• Provide availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday 6am - users should contact the ABC service account (www.companyabc.com) if there needs to be higher levels of availability during those times• Measure availability based on Exchange Server uptime• Process requests to add, delete, or change the name of an email account within 3 – 5 days.• Restore service within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.
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NOTE: See Appendix A for description of Severity Levels

Service: Instant Messaging

Status	PRODUCTION
Description	Tracks presence of Employees on the network and allows Employees to send quick text messages.
Standard Service Features	<p>Standard features of this service are:</p> <ul style="list-style-type: none">• Provides real-time collaboration tool that allows employees to initiate quick chats and/or attend virtual meetings with other ABC Instant Messaging users.• Provides the ability to see who is currently online (presence information).• Provides ability to share documents and use an electronic whiteboard.• Maintains lists of high-frequency contacts.• Encrypts chat messages.
Optional Service Features	<p>Optional features of this service are:</p> <ul style="list-style-type: none">• Storing of IM sessions for regulatory users• Monitoring of IM sessions for regulatory users
Delivery Scope	Company wide.
Delivery Channels	<p>Delivers services via the following:</p> <ul style="list-style-type: none">• ABC desktops/laptops
Service Hours	24 hours 7 days per week including holidays.
User Requirements	<p>To use this service, users must have:</p> <ul style="list-style-type: none">• Standard ABC desktop configuration• Standard Instant Messaging Client Agent
Service Initiation	<p>This service may be obtained via:</p> <ul style="list-style-type: none">• WebOrder; ABC website (www.companyabc.com).

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Service: Instant Messaging, Continued

Service Support Help with resolving problems and issues with this service can be obtained via:

- Service Desk (800-999-9999)

Standard Costs • Charges are included with E-Mail costs.

Optional Costs None

Service Targets Targets for this service are:

- Provide availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday 6am - users should contact the ABC service account (www.companyabc.com) if there needs to be higher levels of availability during those times
- Measure availability based on IM Server uptime
- Process requests for client software within 3 – 5 days for those on ABC who are unable to download the application themselves. For users who can download the client themselves, they can immediately install it, obtaining access within 5 – 15 minutes.
- Restore service within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.

NOTE: See Appendix A for description of Severity Levels

Service: Knowledge Sharing - Sharepoint

Status	PRODUCTION
Description	Allows teams of people to share information specific to that project team or department (e.g., discussion threads, calendars and documents) via easy-to-use websites.
Standard Service Features	<p>Standard features of this service are:</p> <ul style="list-style-type: none">• Allows information sharing among designated members.• Stores and retrieves shared documents.• Secures and manages access to individual collaboration websites.• Provides ability to specify and modify delivered web page content.• Provides ability to search across collaboration websites for information.• Provides up to 100Mb of space per site by default.
Optional Service Features	None.
Delivery Scope	Company wide
Delivery Channels	<p>Delivers services via the following:</p> <ul style="list-style-type: none">• ABC desktops/laptops
Service Hours	24 hours 7 days per week including holidays.
User Requirements	<p>To use this service, users must have:</p> <ul style="list-style-type: none">• Standard ABC desktop configuration• Microsoft Internet Explorer 5.01 or later to access knowledge• Microsoft Internet Explorer 5.5 or later to administer knowledge• Office 2003
Service Initiation	<p>This service may be obtained via:</p> <ul style="list-style-type: none">• WebOrder; ABC website (www.companyabc.com).

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Service: Knowledge Sharing - Sharepoint, Continued

Service Support Help with resolving problems and issues with this service can be obtained via:

- Service Desk (800-999-9999)

Standard Costs • Charges are included with E-Mail costs.

Optional Costs None

Service Targets Targets for this service are:

- Provide availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday 6am - users should contact the ABC service account (www.companyabc.com) if there needs to be higher levels of availability during those times
- Measure availability based on Sharepoint Server uptime
- Restore service within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.

NOTE: See Appendix A for description of Severity Levels

Service: Secure E-Mail

Status	PRODUCTION
Description	Allows Employees to safely and securely send and share trusted, confidential information over the public Internet, via Internet e-mail channels.
Standard Service Features	<p>Standard features of this service are:</p> <ul style="list-style-type: none">• Allow customers to securely receive and/or reply to messages with text and attachments. Optional plug-ins provide third party initiated secure communications.• Allows secure 2-way delivery of e-mail text and attachments; creates a secure “tunnel” between partner mail servers.• Provides ability to choose whether all messages are encrypted automatically or only specific messages (for the latter, a Sigaba Thin Plug-in is required).
Optional Service Features	None.
Delivery Scope	Company wide
Delivery Channels	<p>Delivers services via the following:</p> <ul style="list-style-type: none">• ABC desktops/laptops
Service Hours	24 hours 7 days per week including holidays.
User Requirements	<p>To use this service, users must have:</p> <ul style="list-style-type: none">• Standard ABC desktop configuration• Microsoft Active Directory Account• Microsoft Exchange 2003 Mailbox
Service Initiation	<p>This service may be obtained via:</p> <ul style="list-style-type: none">• WebOrder; ABC website (www.companyabc.com);• Email request to xxxx@companyabc.com.

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Service: Secure E-Mail, Continued

Service Support Help with resolving problems and issues with this service can be obtained via:

- Email to: xxxx@companyabc.com
- Service Desk (1-800-999-9999)

Standard Costs Charges are included with Email charges

Optional Costs None

Service Targets Targets for this service are:

- Provide availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday 6am - users should contact the ABC service account (www.companyabc.com) if there needs to be higher levels of availability during those times
- Measure availability based on Exchange Server uptime
- Process Sigaba Thin Plug-in requests in 6 – 15 business days.
- Process Sigaba External Client ID/Password requests in 3 – 5 business days.
- Process Secure E-mail Service requests from Employees within 3 – 5 days.
- Restore service within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.

NOTE: See Appendix A for description of Severity Levels

Appendix A – Definition Of Severity Levels

Introduction This section documents the standard definitions for Severity Levels used to prioritize service incidents when they occur.

Severity Definition The following definitions will hold for identifying the appropriate Severity Level for an incident:

Severity Level	Characteristics
1	<ul style="list-style-type: none">• An incident where systems are down or seriously impacted and/or products/services are unavailable.• The actual or potential business impact is high or severe in terms of the customer (impact to client, public relations and brand), and/or the shareholder (impact to financial, legal and regulatory). Normally a global issue or multiple users being affected; including an individual employee if involving very large customer impact.• The commitment of incident management resources is high.
2	<ul style="list-style-type: none">• Incidents where systems are degraded/unreliable; performance and/or legal agreements are at risk.• The actual or potential business impact is medium in terms of the customer (impact to client, public relations and brand), employee, and/or the shareholder (impact to financial, legal and regulatory).• The commitment of incident management resources is medium.
3	<ul style="list-style-type: none">• An incident where performance and/or legal agreements are not at risk.• The actual and potential business impact is low in terms of the customer (impact to client, public relations and brand), employee, and/or the shareholder (impact to financial, legal and regulatory).• There is no commitment of incident management resources outside of business as usual.

Appendix B – Service Target Summary

Overview

The following chart summarizes the service targets for each of the ABC services

Service	Service Hours	Availability	Cost	Speed	Quantity	Risk
Email	24x7 including holidays	Service availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday	\$40 per account per month	Requests to add, delete, or change the name of an email account are processed within 3 – 5 days. Service restoration within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.	Mailbox account provided with storage size up to 100MB	100% of Email and calendar items deleted after 90 days 100% of Email and calendar items are backed up every 24 hours
Instant Messaging	24x7 including holidays	Service availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday	Included in basic email charge	Requests for client software are processed within 3 – 5 days (self service installation available immediately via web site download) Service restoration within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.	Unlimited	None
Knowledge Sharing (Sharepoint)	24x7 including holidays	Service availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday	Included in basic email charge	Service restoration within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.	Up to 100MB of storage space per site	100% of sites backed up every 24 hours

Service	Service Hours	Availability	Cost	Speed	Quantity	Risk
Secure E-Mail	24x7 including holidays	Service availability of 99.9% not including scheduled change outages and during the period from Saturday 12am to Sunday	Included in basic email charge	Employee requests for this service are processed within 3 – 5 days. Service restoration within 2 hours for a Severity 1 outage, within 24 hours for Severity 2 outage, and within 48 hours for a Severity 3 outage.	Mailbox account provided with storage size up to 100MB	100% of Email and calendar items deleted after 90 days 100% of Email and calendar items are backed up every 24 hours