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|  | IT Service Offerings |
|  | http://themyndset.com/wp-content/uploads/2010/07/Service-Sign.jpg |
| 1/1/2019 | IT Service Offering Catalog |
| This is a TEMPLATE document with some of the information/content populated to provide the user of the document with some examples of the information and data that should be captured for a Service Offering Catalog. (thorsten@tmanthey.com) | This document describes IT’s Services Offerings in a clear and concise business language capturing the value, services options, tangible and non tangible deliverables, SLAs, performance metrics, how to order the services and charging information. |

IT Service Offerings

# CONFIDENTIALLITY

This IT Service Catalogue contains information that is proprietary and confidential to <COMPANY>. This information is provided for the sole purpose of permitting the customers of the IT Service Catalog to evaluate and understand the IT Services offered by <COMPANY’s> internal IT organization. In consideration of receipt of this document, the recipient agrees to treat information as confidential and to not reproduce or otherwise disclose this information to any persons outside the group directly having the need to know, without the prior written consent of <COMPANY>.

# Introduction

## Purpose

This document describes the Information Technology (IT) Services offered by <COMPNY’s> IT organization, to its internal customers. This is not the catalog of Requestable Offerings but rather IT’s Service Offerings.

## Objective

The objective of the IT Service Offerings are:

* To offer an accurate and comprehensive list of IT Services <COMPANY> IT provides, described from a customer perspective.
* To promote the foundation, deployment, and understanding of IT Services from both the customer and supplier perspective.
* To serve as a base for development, negotiation, and approval of the IT Services and corresponding IT Service Level Agreements (SLAs) and service cost between <COMPANY> IT and its customers.

## Scope

The scope of this document includes the IT services offered by <COMPANY> IT to its internal customers.

## Communication and Service Subscription

For information, feedback, and order of IT services please forward your request to:

Thorsten Manthey Phone: (617) 513 0000

E-mail: Thorsten @tmanthey.com

## Approval and Service Catalogue Updates

This IT Service Catalogue was approved by <NAME>, <TITLE> and is in effect as of January 1st,, 2013.

The content of this Service Offering Catalogue will be reviewed and updated annually.

Any changes to this document require the approval of the <NAME>, <TITLE>.

For an updated copy of this document, please forward your request to <DOCUMENT OWNER>

## Categorization of Service Offerings

Each Service Offering is categorized as Basic, Subscription or Ad-hoc.

### Basic

A Basic Service Offering is offered to every customer within <COMPANY> and cannot be “opted out” by any customer. An example of a Basic Service Offering is Help Desk.

### Subscription

A Subscription Service Offering is optional and a customer can subscribe to the Service Offering for a specific time period. An example of a Subscription Service Offering is Office 365 Email.

### Ad-hoc

An Ad-hoc Service Offering is optional and a customer would order the Service Offering on a one-time basis. An example of an Ad-hoc Service Offering is Capacity Reporting.

## Service Offerings vs. Requestable Offerings

What is the difference between a Requestable Offering and a Service Offering and why is it important to distinguish between the two?

### Requestable Offering

A Requestable Offering is what you find in the customer/user facing IT Service Catalog. It is what you are requesting to be delivered or provisioned for you. For example, you would request a new Office 365 mailbox, a laptop, facility access, access to an application or install software. There are hundreds of Requestable Offerings in the IT Service Catalog.

A Requestable Offering enables you to enter all the details for the fulfillment team deliver so they can deliver the service to you. For example, you would enter your location, user ID or role etc.

The Requestable Offering is really the "Order Form" used when requesting a service.

### Service Offering

A Service Offering is the description of a Service in common every day "business" language that customers understand and describes the value delivered to them. The Service Offering also includes the service options (e.g. Standard laptop or Road warrior laptop), the cost for the different options and SLAs like delivery time and availability time etc.

A Service Offering can have multiple Requestable Offerings associated to one Service Offering, which means that there could be many IT Service Catalog entries available for one Service Offering.  Examples of Service Offering would be Off Premise Worker (OPW), New Associate and Job Transfer, Standard Platform Service, Office 365 Email, Storage Optimization and Capacity Reporting to name just a few.

The description of Service Offerings is like the “Sears Catalog”. You would look at it to understand the different services an organization or company offers as well as its features, options and cost. Do you want the standard gadget for $X with option A or gadget B for $Y with all bells and whistles?

### Key benefits of Service Offerings

Service Focus – IT will be able to discuss in business terms with our customers what IT Services they need. Based on these discussions the IT organization can improve and alter the Service Offerings based on business needs rather than technology capabilities.

* VALUE: Alignment based on Business needs and priorities

Delivery Optimization – IT can now staff and allocate resources (FTE, $, tools, time etc.) based on known Service Offering needs and specific Service Level requirements e.g. Uptime, Availability, speed of delivery etc.

* VALUE: IT resources are applied where it has the most business value and impact, generating cost take out

Customer Expectations – By associating IT Services with defined and understandable Service Levels and quality metrics the customer expectations can be managed and measured.

* VALUE: Clear customer expectation and improved customer satisfaction.

# Service Offerings

This section provides an overview of the IT Service Offerings described in this document and their categorization.

|  | **Service Offering** | **Description** |
| --- | --- | --- |
| Basic | Service Desk | The IT Service Desk is the single point of contact that provides centralized initial technology support (software, hardware, and account log-in services) to employees, contractors and partners via phone and chat. |
| Self Help | Self help tools in which the customer is able to reset their password, push software to themselves, request hardware, software or access as well as check the status of an existing Service Request. |
| Field Support | Physical Support of the end user computing environment; warranty, break/fix, installs, moves, adds, and changes. Services is initiated by the Service Desk. The Field Support area provides the hardware maintenance and support of the desk side computing environment (Desktop/Laptop employees peripherals and cell phones) |
| IT Service Catalog | The IT Service catalog is a centralized self-service web application to submit IT requests for hardware, software, application and system access, new associate / transfers, OPW and facility access requests. |
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|  |  |
| Subscription | Office 365 Email | Provides employees and contractors with secure corporate email, calendar, contact management, instant messaging, and online meeting services via Microsoft Outlook and Lync. |
| Managed Print | Managed Print Services provides employees with Xerox Printers and Multi Function Devices (MFD - Print, Fax, Scan, Copy) and consumables (toner). |
| Desktop as a Service (DaaS) | Virtual desktops accessed by remote users using a web-based portal. Users pay a monthly service fee for virtual machines assigned to their cost center. DaaS is often used to provide access to companies data and applications for remote users. DaaS may also be used to execute long running processes or perform testing in an environment separate from a user’s primary PC. |
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| Ad-hoc | New Employee and Job Transfer | New Employee and Job Transfer assist in selecting the basic options to onboard a new employee / contractor or transfer to a new position. |
| Off Premise Worker (OPW) | The Off Premise Worker (OPW) department provides the transition of an employee meeting the necessary approvals to performing assigned work at an Off-Premise location. OPW is defined as any employee who performs some or all of their work from a location other than an office building. |
| Telephony and Voice Mail |  |
| Collaboration Services | SharePoint, Conferencing, Live Meeting, other tools such as Team workspaces, Wikis, Blogs, Social software |
| Video Conferencing |  |
| Capacity Reporting |  |
| Standard Platform Offering (SPO) | Allows Infrastructure Engineers to request pre-built and pre-provisioned MSSQL and Oracle database servers in either the Richmond or St. Louis Data Centers. |
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Basic Services

A Basic Service Offering is offered to every customer within the company and cannot be “opted out” by any customer. Examples of a Mandatory Service Offering would be the Service Desk.

## Service Desk

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| Service Offering Description |  | Value Proposition / Customer |
| The IT Service Desk is the single point of contact that provides centralized initial technology support (software, hardware, and account log-in services) to employees, contractor and partners via phone and chat. | Our company’s partnership with <Service Desk Provider> gives us the ability to leverage an industry leading hardware and service vendor to offer best practices to our customers, contractors and partners. |
| What you Receive | **What is Included** |
| Access via phone (1-800-xxx-xxxx) or via Live Chat.  Prompt, courteous and technical service that results in the resolution of software, hardware, and account log-in services related issues or if needed, escalation to second or third level support if additional expertise is required. The following mailbox to report issues, raise concerns or provide feedback (feedback@Service-Desk.com) | Tracking of Service Tickets.  Creation of an Incident and escalation to second and third level support when required.  The Service Desk service includes, but is not limited to, Q&A, password resets, Hardware support, application and software support, file restores, and system performance evaluation. |
| Service Options | **SLAs and Performance Measures** |
| VIP Service: Provides expedited access to the Service Desk via a dedicated phone line or chat.  Standard Service: All other calls and chants are treated the same.  Our mission is to fix all issues on the first call/chat in the quickest and most professional manner possible. | * 98% calls answered within 60 seconds (VIP) * 85% calls answered within 120 seconds (Standard) * 98% Chats answered within 60 seconds (VIP) * 85% Chats answered within 120 seconds (Standard) * 90% First Contact Resolution * Average 4.8 (VIP) and 4.3 (Standard) Customer Satisfaction Measurement (Scale 1-5) |
| Charging / Unit Price | **How to Manage Service Cost** |
| Unit cost for the Service Desk is per call/contact.  VIP: Phone call / Chat: $13.50 per call; Initial setup fee $1,000  Standard: Phone call / Chat: $8.00 per call  Self Help: no cost | Users utilization of Self Help will minimize the cost of the Service Desk. For password reset a user should use the automated system at no cost).  Identify if VIP Service is required or not as it is more costly. |
| How to order | **Need more information** |
| Standard do not require ordering, VIP service does require ordering. Use the IT Service catalog to order VIP service – Order form: “VIP Service Desk” | Service Desk Manager: John Doe (xxx) xxx-xxxx  Email: John.Doe@Service –Desk.com  Web Page with self-help options (LINK) |

## Self Help

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| Service Offering Description |  | Value Proposition / Customer |
| Self help tools in which the customer is able to reset their domain password, push software to themselves, request hardware, software or access as well as check the status of an existing Service Request. | This is an Self help solution with a vast amount of known errors with solutions that is available 24/7/365 with no cost for the organization. |
| What you Receive | **What is Included** |
| Access to a Self-Service Portal in which the customer is able to find solutions for and resolve basic issues without needing to contact the Service Desk for support. | Password Reset, Software Self Service, NOC Outage Board, Service Request ticket Status Lookup, Tech Tip emails and more |
| Service Options | **SLAs and Performance Measures** |
| All customers receive the exact same service, no VIP option available. | * Availability of Self Help tools are 24/7/365 * 99% availability: Availability is measured in terms of %up time for the offering, excluding scheduled maintenance 99.9% |
| Charging / Unit Price | **How to Manage Service Cost** |
| No cost, included in the Service Desk fees | Customer’s utilization of Self Help will minimize the overall support costs for the company. |
| How to order | **Need more information** |
| Does not require ordering.  Access is provided via Self-Service Portal. | Service Desk Manager: John Doe (xxx) xxx-xxxx  Email: John.Doe@Service –Desk.com |

## Field Support

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| Service Offering - Description |  | Value Proposition / Customer |
| Physical Support of the end user computing environment; warranty, break/fix, installs, moves, adds, and changes. Services is initiated by the Service Desk, or IT Service Catalog, the Field Support area provides the hardware maintenance and support of the desk side computing environment (Desktop/Laptop associated peripherals and cell phones) | Field Support provides Dell certified technicians and provides standardized company defined local onsite services to all employees and contractors, as well as on-site or remote services to distance/OPW employees. |
| What you Receive | **What is Included** |
| Resolved incident/repair of physical technical issue or physical fulfillment of a desk side IMAC (Install, Move, Add, Change) request. | * Physical repair of the End User Computing Environment (Desktop / Laptop). * Desktop/Laptop Refresh and Installs, Moves, Adds, Changes related to Desk side Environment. * Remote Hands / Project work. |
| Service Options | **SLAs and Performance Measures** |
| * Field Support provides service to all employees and contractor based on Service Level Agreements, defined by ticket Priority and work location. * Executive level support and comparative SLA’s are offered to ELT and their direct reports. | * Priority 3 SLA is 15 business hours (when a desktop system is unable to perform the users primary job function). ELT SLA is 8 hours. * Priority 4 which has a 35 business hour SLA * None incident or Work Orders (IMAC) has a 35 business hour SLA. |
| Charging / Unit Price | **How to Manage Service Cost** |
| * Desk side Incidents/repair and Install/Add/ Change $20 (per device per month) * Desk side Moves $100 per instance * Time and Material:   + $42 per hour (working hours)   + $68 per hour (after hours)   Working hours: Monday to Friday 7:00 am to 6:00 pm (none holidays)  After Hours: Saturday, Sunday, all holidays, 6:00 pm to 7:00 am | Users should recognize that while direct on-site interaction is effective Field Support is the most expensive level of support and should only be utilized when appropriate, e.g. after self help and remote support (Service Desk) efforts have been exhausted. |
| How to order | **Need more information** |
| Does not require ordering.  Access is provided via Service Desk phone call or chat. | Field Support Manager: Jane Doe (xxx) xxx-xxxx  Email: Jane.Doe@Field –Support.com |

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## IT Service catalog

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| Service Offering Description |  | Value Proposition / Customer |
| The IT Service Catalog is a centralized self-service web application to submit IT requests for hardware, software, application and system access, new employees / transfers, OPW and facility access requests. | The IT Service Catalog is available to all employees and contractors to submit IT requests. Manager approvals, automated manager escalations and automated routing to correct all required resolver groups. |
| What you Receive | **What is Included** |
| * Access to portal to IT Service Catalog to enable request submission * View status of submitted requests | Comprehensive service request catalog forms that capture all needed details to enable high quality and speedy delivery.  Catalog form improvement/enhancement requests submission via IT Service Catalog.  Service request tracking via Self Service  Fully automated installation of many software requests. |
| Service Options | **SLAs and Performance Measures** |
| All customers have access to the full IT Service Catalog and no differentiation made between customers. | * 99% application availability * Request resolution SLAs are dependent on the service request and options selected. |
| Charging / Unit Price | **How to Manage Service Cost** |
| Pricing is determined by the service request and options selected.  There is no charge to use the IT Service Catalog. | Make sure to request only required HW/SW and look for lower cost options by searching the RequestIT catalog |
| How to order | **Need more information** |
| Does not require ordering.  Access is provided via IT Service Catalog portal | Catalog Manager: Joe Smith (xxx) xxx-xxxx  Email: Joe.Smith@Service –Catalog.com  Web Page: IT Service catalog |

Subscription Services

A Subscription Service Offering is optional and a customer can subscribe to the Service Offering for a specific time period.

Office 365 Email

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| Service Offering Description |  | Value Proposition / Customer |
| Provides employees and contractors with secure corporate email, calendar, contact management, instant messaging, and online meeting services via Microsoft Outlook and Lync. | Microsoft hosted Office 365 system offering latest product releases and technology for employees and consultants. |
| What you Receive | **What is Included** |
| * Corporate MS Office email account * Corporate Instant Messaging (Lync) and online meeting service * Optional mobile device synchronization | Spam filtering, virus scanning, secure mail encryption, owner managed global distribution lists and shared mailbox security groups, conference room/resource scheduling, 30 days recoverable deleted items, online meeting services, Microsoft’s latest product releases. |
| Service Options | **SLAs and Performance Measures** |
| The Corporate Office 365 Email Service offers two packages.  Individual Mailboxes   * 5 GB mailbox size * Outlook client and web access * Lync Instant Messaging client and web access   Shared Mailboxes   * 2 GB mailbox size * Outlook client and web access | * Provisioning of corporate Email account within 3 business days * 99.9% service availability. * Restoration of emails (Self Service) within 30 days. |
| Charging / Unit Price | **How to Manage Service Cost** |
| Unit cost for the Corporate Email is per mailbox per month.  Individual: $50 per mailbox / month  Shared Mailboxes: $25 per mailbox / month | Managers can terminate user accounts or non-associate user accounts when leaving company.  Once the user accounts are disabled the associated Outlook and LYNC accounts will automatically be deleted after 30 days. |
| How to order | **Need more information** |
| In the IT Service Catalog, search for “Office 365” | Email Manager: Mary Brock (xxx) xxx-xxxx  Email: mary.Brock@Office-365.com  Web Page: Office 365 |

## Managed Print

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| Service Offering Description |  | Value Proposition / Customer |
| Managed Print Services provides onsite employees and contractors with Xerox Printers and Multi Function Devices (MFD - Print, Fax, Scan, Copy) and consumables (toner). | The Manage Print Services program achieves best in class printing capabilities at a competitive cost that includes contracted break/fix and service desk support. |
| What you Receive | **What is Included** |
| * State of the art Xerox devices (Networked Printer or MFD) at your location with a targeted 12 employees to every device. * Not included in service: Check printing, OPW printers or stand alone fax/scanner | * Xerox technician break/fix support * Xerox Service Desk support * All printer consumables (paper is not included) * Mailbox to report service issues, concerns or feedback: issues@Managed-Print.com   All break/fix issues should be reported to the Service Desk |
| Service Options | **SLAs and Performance Measures** |
| * ColorQube™ 8870DN: Color and B/W 30 ppm * Phaser™ 3635MFP/X: B/W MFD providing Print, Copy, Fax and Scan to Email functionality with 35 ppm. * WorkCentre™ 5150PT: Digital B/W Floor model MFD providing Print, Copy, Fax and Scan to Email functionality with 50 ppm. * WorkCentre™ 5775PT: Digital B/W Floor model MFD providing Print, Copy, Fax, Scan to Email functionality with 75 ppm. * WorkCentre™ 7120: Digital Color and B/W Floor model MFD providing Print, Copy, Fax and Scan to Email functionality with 20 ppm. | * Monthly Device Uptime 98.0% (business hours) * 6 hours response time for Printers & MFD * Next business day resolution for MFD * Second business day resolution for Printers |
| Charging / Unit Price | **How to Manage Service Cost** |
| Charging is done monthly based on a PPI (price per impression) banded pricing. There are separate costs for color printing versus B/W printing. Toner is included in the PPI at no additional cost.  Pricing is $0.018 for B/W and $0.072 for Color per impression for current targeted band. | Employees can limit their costs by minimizing their output on the devices. This can be accomplished by using scanning or electronic storage options such as network drives and SharePoint tools.  Consider cost saving techniques such as double-sided or B/W in place of color printing. |
| How to order | **Need more information** |
| In the IT service Catalog, search for “Printer Evaluation” | Print Manager: Mary Black (xxx) xxx-xxxx  Email: [Mary.Blab@Managed-Print.com](mailto:Mary.Blab@Managed-Print.com)  Web Page: Managed Print |

## Desktop as a Service (DaaS)

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| Service Offering Description |  | Value Proposition / Customer |
| Virtual desktops accessed by remote users using a web-based portal. Users pay a monthly service fee for virtual machines assigned to their cost center. DaaS is often used to provide access to the companies data and applications for remote users. DaaS may also be used to execute long running processes or perform testing in an environment separate from a user’s primary PC. | Provides a truly manageable and highly available virtual desktop. The virtual desktop will power on upon connection and are regularly backed up and can be restored upon request.  Analysis and guidance is provided in sizing virtual desktops based on user application requirements. |
| What you Receive | **What is Included** |
| * Access to dedicated virtual desktops using the MyDaaSDesktop web portal. * Each virtual machine instance comes with Core applications including Internet Explorer, Microsoft Office, Microsoft Lync, Adobe Acrobat Reader and Adobe Flash Player. | Dedicated virtual desktop instances built to specification with access assigned to specified user IDs.  Each virtual desktop is regularly backed up and can be restored upon request.  Support via Service Desk |
| Service Options | **SLAs and Performance Measures** |
| Each base virtual desktop includes:   * 2 GB of memory and 30GB of disk space.   Additional options:   * Storage is available in 5GB increments * Memory is available in 1 GB increments up to a maximum of 8 GB. | * 24x7 (99.9%) Availability * Typical delivery 3-5 business days subject to user response time and request complexity. |
| Charging / Unit Price | **How to Manage Service Cost** |
| Base: (2 GB/30GB) Cost: $48/mo  5 GB Storage Upgrade: $1.25/mo  1 GB Memory Upgrade: $9.35/mo | Minimize memory and storage size allocated to virtual desktops. Users without demanding application requirements can fit comfortable in 2 GB/30GB instances. Developer instances can be as low as 3GB/40GB. |
| How to order | **Need more information** |
| In the IT Service catalog, search for “MyDaaS” | DaaS Manager: Mitzy Mika (xxx) xxx-xxxx  Email: info@daas.com  Wiki site: MyDaaS site |

Ad-hoc

An Ad-hoc Service Offering is optional and a customer would order the service Offering on a one-time basis. An example of an Ad-hoc service would be an OPW or Capacity Reporting Analysis report.

## New Employee and Job Transfer

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| Service Offering Description |  | Value Proposition / Customer |
| New Employee and Job Transfer assist in selecting the basic options to onboard a new employee / contractor or transfer to a new position. | New Employee and Job Transfer is available to all new employees, contractors, and transferred employees to streamline the request process. The service will ensure the correct equipment is delivered and that the customer has a smooth on boarding or transition. |
| What you Receive | **What is Included** |
| * Additional building access (in addition to the home location granted during orientation) * Telephone & Voicemail * PC or Laptop * Network Shared Drives * Personal Home Directory   Note, office space is not provided via this service. | New Employee and Job Transfer assists hiring managers with selecting the required IT options for on boarding new employee and contractors or options for a transferred employee.  A new employee Coordinator can address your issues and/or questions during the on boarding or transfer process. |
| Service Options | **SLAs and Performance Measures** |
| * New Employee * Job Transfer   Each of the options may be selected to meet business needs.  New Employee and Job Transfer can be customized to support any New Employee or Job Transfer. | * New Employee or Job Transfer request to be completed within five business days. |
| Charging / Unit Price | **How to Manage Service Cost** |
| Pricing is determined by the options selected on the New Employee and Job Transfer Form.  Pricing options for PC/Laptops are updated on a regular basis. | Lower cost PC/Laptop options are listed on the IT Service Catalog request form.  Laptop users are recommended to use the attached screen and not to purchase a separate monitor. |
| How to order | **Need more information** |
| In the IT Service Catalog, search for “New Associate” | Manager: Frank Warrick (xxx) xxx-xxxx  Email: Frank.Warrick@New-Employee.com |

Off Premises Worker (OPW)

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| **Service Offering Description** |  | **Value Proposition / Customer** |
| The Off Premise Worker (OPW) department provides the transition of an employee meeting the necessary approvals to performing assigned work at an Off-Premise location. OPW is defined as any employee who performs some or all of their work from a location other than an office building. | OPW Coordination allows the customer to work with a single OPW Coordinator who will work with multiple groups to ensure the correct services and equipment are requested and that the customer has a smooth transition to working at an off premise location. |
| **What you Receive** | **What is Included** |
| * Dedicated OPW coordinator assigned who will work on your behalf to ensure that the OPW request is being completed correctly and within SLA. * Current PC (any switch in styles requires separate hardware request) * Non-PC equipment, e.g., router, printer, surge protector * Appropriate (approved) application software | * All necessary equipment and software to enable working from home. * Training on how to connect from home. Training on job specific applications is not included. * 5 day warranty period after customer has transitioned so OPW Coordinator can address your issues and/or questions. |
| **Service Options** | **SLAs and Performance Measures** |
| New or Modify OPW Access: For new OPW moves or for additional equipment.  VPN Only: For those employees who are working off premise but only require ordering VPN or Remote Access. This option does not provide any equipment options.  OPW Terminating or Returning: For terminating or returning back to an office location full time. | * OPW request to be completed within 5-10 business days. |
| **Charging / Unit Price** | **How to Manage Service Cost** |
| * One-time setup fee: $1,000 * Hardware and software charges based on selections. (Typical $5,000) | OPW reviews each request and works with the requestor and other groups to ensure the correct equipment is ordered that meets the job function requirements, ensuring the requestor is able to perform their job efficiently at an off premise location. |
| **How to order** | **Need more information** |
| In the IT Service Catalog, search for:   * “new or modify OPW access” or * “VPN only” or * “Terminating or returning” | OPW Manager: Marty Sell (xxx) xxx-xxxx  Email: marty.Sell@opw.com  Web Page: OPW Web Page |

## Capacity Reporting

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| Service Offering Description |  | Value Proposition / Customer |
| Detailed capacity analysis of an existing server or a group of servers. The analysis can range from a small simple request to a large complex request.  Capacity Custom Analysis, Capacity Custom Report, Capacity Modeling/Sizing Study, Capacity Systems Performance Engineering Request, Capacity Work Intake engineering request) | Highly trained capacity analysis engineers knowledgeable about the technical environment and existing security policies.  Dedicated internal and external staff with direct access to the environment, tools and data to enable a speedy response time to provide quality information that is understandable in business terms for easy interpretation. |
| What you Receive | **What is Included** |
| * Analysis report in Word document or PowerPoint based on Capacity Analysis report requested | * Project managed engagement * Customized report * Support for questions and Follow up |
| Service Options | **SLAs and Performance Measures** |
| Capacity Analysis options available:   * Custom Capacity Analysis * Capacity Modeling/Sizing Study * Custom Capacity Report * Advanced Modeling requests * Advanced multi – tiered application modeling * End to End Application/Transaction Modeling * New server Sizing * Detailed Workload analysis | Response time on request of service: 2 business days to discuss request with requestor to establish clear requirements  Work initiated < 5 business days after requirements have been clearly defined  Report produced 2 business days after capacity analysis has completed  Standard requests SLAs:  Small and medium requests are usually completed within 5 business days. |
| Charging / Unit Price | **How to Manage Service Cost** |
| Cost for the custom analysis is variable and will be determined by the size and complexity of the request. Some estimated level of effort. Initial setup cost is $500.   * Small Simple: Single server, 4-8 hours * Medium Simple: 1-6 servers, 8-16 hours * Medium Complex: 1-6 servers 8-48 hours * Large Simple: 16-24 hours * Large Complex: 18-40 hours   Hourly rate: $120 per hour | Request the appropriate analysis with minimum customization and only for requited infrastructure.  Use existing Self Service tools and standard reports made available on the capacity Analysis web page. (Free Reports) |
| How to order | **Need more information** |
| In IT Service catalog, search for “Capacity Reporting” | Capacity Manager: Jake Moss (xxx) xxx-xxxx  Email: Jake.Moss@Capacity-Reporting.com  Web Page: Capacity Reporting |

## Standard Platform Offering (SPO)

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| Service Offering Description |  | Value Proposition / Customer |
| Allows Infrastructure Engineers to request pre-built and pre-provisioned MSSQL and Oracle database servers in our existing Data Centers. | Known platforms that can be supported and delivered “off-the-shelf” within guaranteed times that have been tested and operated with known security, capacity, performance, resilience and availability. |
| What you Receive | **What is Included** |
| * A server configured with a default database * Required hardware, software and storage | Technical support and Platform Services for four (4) years.   * System Monitoring. * Technical Server & Storage Support * Database Administration to aid in database installation and configuration. * Additional Platform Services |
| Service Options | **SLAs and Performance Measures** |
| Availability:   * Gold, Silver, and Bronze   Size:   * Small, Medium, and Large   OS and DB:   * Oracle is available on AIX and RedHat * MSSQL is available on Windows   Link to Web page with detailed options and price | Standard Platforms are provisioned within 8 business days of finance approval.   * Gold: 99.9% availability, 24x7 support, 24x7 monitoring, <3 hour/mo maintenance window * Silver: 99.9% availability, 24x7 support,24x7 monitoring, <18 hour/wk maintenance window * Bronze: 97% availability, 24x7 support,12x5 monitoring, <36 hour/wk maintenance window * Iron: best effort availability and support |
| Charging / Unit Price | **How to Manage Service Cost** |
| Pricing for Database Service Offerings varies depending on size and service tier.  “Year One” service price is transferred to business as expense. | Understand your requirements; select the appropriate server/storage size and service tier. |
| How to order | **Need more information** |
| In IT Service Catalog, search for “SPO” | Platform Manager: Jill Sorky (xxx) xxx-xxxx  Email: Jill.Sorky@Platform-Offering.com  Web Page: Standard Platform Offering |

## Service (Empty Template)

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| Service Offering Description |  | Value Proposition / Customer |
| x | x |
| What you Receive | **What is Included** |
| * x | x |
| Service Options | **SLAs and Performance Measures** |
| * x | * x |
| Charging / Unit Price | **How to Manage Service Cost** |
| x | x |
| How to order | **Need more information** |
| x | x |

## Service Offering Template

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| --- | --- | --- |
| Service Offering Description |  | Value Proposition / Customer |
| Describe the Service Offering in common every day “business” language that customers understand and which identifies the value delivered to them. | Why buy from us? Who is the target customer? (IT, all, finance, marketing etc.)  Differentiators from external service providers: e.g., integration, security, enterprise architecture, one-stop shop etc. |
| What you Receive | **What is Included** |
| What is it that is delivered to the customer? What does the requestor receive? (tangible items) | Define the primary components of what is included in the service in business terms that provides customers the appropriate level of information to make informed selections. (non tangible) (e.g. backup of information) |
| Service Options | **SLAs and Performance Measures** |
| Provide information about the options available (e.g. Gold, Silver or Bronze) to allow the business to select scope and quality of service. This enables the business to “dial up” and “dial down” the cost. | Describe easily understandable metrics that set clear expectations about how and how frequent the service will be measured against metrics and when and where the measures will be reported (availability, delivery time etc.) |
| Charging / Unit Price | **How to Manage Service Cost** |
| Charging information for the service. What is the Unit prices and options when requesting this service. What is the charging mechanism (per user, per account, time, usage etc.) | How can the cost for the Service be managed. Tips for users and the business to alter their consumption patterns to lower the variable cost. |
| How to order | **Need more information** |
| In the IT Service Catalog, search for “xzxz” or provide path. | Who is the Service Owner?  Provide contact information / email to reach out to for additional information.  Web page or Wiki |