

# Service Portfolio Template

By  
Date

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# 1 Overview



# Overview

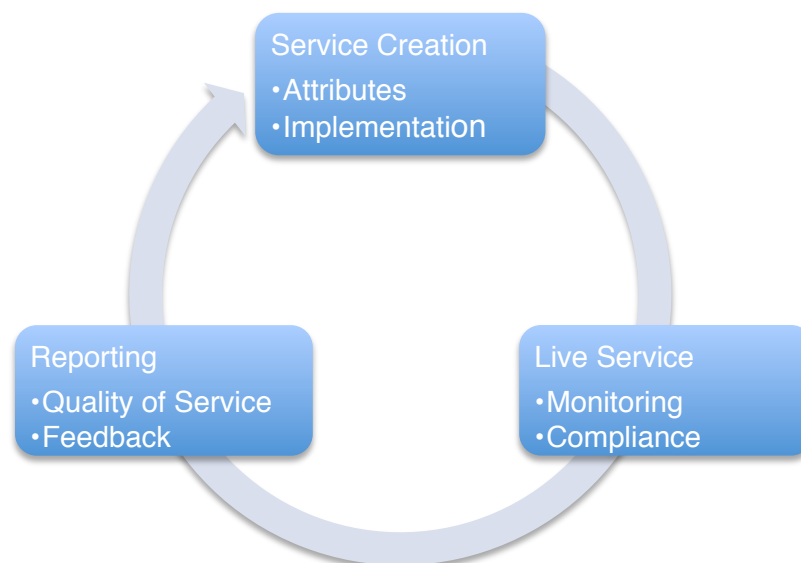
## 1.1 Introduction

This document describes the catalogue of services supported and delivered by the IT Services department as part of our contract supply application development, IT Support and project and support services.

The document represents services, which will be available during the planning and delivery of new systems and during live service. The Service Catalogue is a live document and will follow an iterative process for revision when new services are provisioned or archived.

*Figure 2-1: Service Catalogue Creation and Management* Provides a high level overview of how the Service Catalogue offerings are part of an iterative review process and are subject to change as part of service improvement.

*Figure 2-1: Service Catalogue Creation and Management*



## 2 Portfolio Definition



## 2 Portfolio Definition

### 2.1 Definition

The Service Portfolio contains a written statement of the IT business services, default service levels and options for which the IT Service team are responsible. The Service Portfolio is intended to provide an overview of IT services and more specific details regarding each application or service can be found in functional requirement documentation.

### 2.2 Purpose

The purpose of the Service Portfolio is to;

- ❑ Provide a clear picture of all the IT business services for which the IT Service team are responsible for.
- ❑ Build a clear understanding of what employees can expect from those Services.
- ❑ Provide a basis for managing and monitoring the software and hardware components of the IT service, ensuring they are aligned to business requirements.

### 2.3 Services

The IT Services are defined as a set of IT application processes, technologies and organisational solutions that enable delivery of the, whilst maintaining the target service levels. They include physical hardware, applications and service solutions e.g. IMAC's.

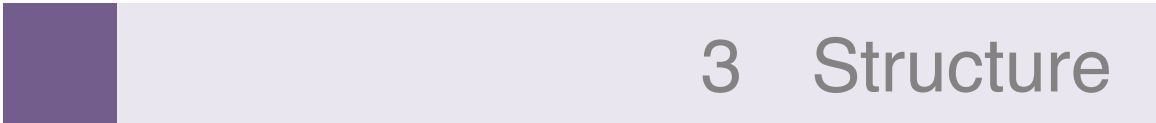
### 2.4 Uptime and availability

Availability of services can be measured against a Monthly target. For non-critical business applications a target of 99.9% should be achievable excluding agreed maintenance windows. Five nines can be maintained with totally redundant services on full standby.

Any services with a defined SLA should have an agreed method for measurement to ensure compliance. The SLA's would normally be reported in a Monthly service report and would therefore require data to be captured and analysed prior to publication.

#### Total downtime (HH:MM:SS)

Availability	per day	per month	per year
99.999%	00:00:00.9	00:00:26	00:05:16
99.99%	00:00:09	00:04:23	00:52:36
99.9%	00:01:26	00:43:50	08:45:57
99%	00:14:24	07:18:17	87:3



# 3 Structure

## 3 Structure

### 3.1 Attributes

Each service in the portfolio is described with a range of attributes, which define the scope and service. Attributes should reflect the business requirements and be adjusted based on service management review of required service levels.

For every application or service, each attribute should be answered where applicable.

Attribute	Details
Service	Identifies name of the ABC service being provided
Operational Status	Identifies status as one of the following: <b>New</b> – New IT Service under development. <b>Live</b> - Service in live production <b>Ceased</b> - Service ceased and no longer offered. Ceased services are held for reference only.
Description	Offers a brief description of the service in non-technical end user terms.
Standard Service Features	Describes features and functions of the service available to any employee who receives the service. These are provided under a standard Service Level Agreement.
Optional Service Features	Describes features and functions of the service only available to employees and 3 <sup>rd</sup> parties upon request.
Delivery Scope	Identifies which business units are eligible to receive the service.
Delivery Channels	Identifies which delivery channels the service may be received with, examples include: Laptops Desktop Intranet Internet Handheld Devices, etc.
Service Hours	Identifies timeframes and operating hours for which employees can use the service. Including
User Requirements	Indicates pre-requisites that an employee should have in order to successfully receive the service. This might include training or specific certification.
Service Initiation	Identifies where an employee can go to obtain the service e.g. Email, Service Desk, Service Portal, <a href="http://www.eventengine.org/">http://www.eventengine.org/</a> etc.
Service Support	Identifies where employees can go to receive help in the

	event that problems occur with the service.
Standard Costs	Indicates any costs associated with the service offering. For example the cost of a standard IMAC (Install, Move, Add, Change).
Service Targets	Describes expectations for delivery of the service in end user (non-technical) terms e.g. Email service should be available 24x7x365 with only
SLA	Service Level Agreement e.g. 99% uptime of an application or 99.5% of IMAC's completed with 5 days.
Maintenance Windows	Planned and agreed maintenance windows for service e.g. 2 hours each Monday 05:00 to 07:00.
Release Plan	Expected number of firmware or software releases each period. Desktop OS might be once every 4 years, bespoke applications could be 4x per year.
Software Lifecycle	Expected lifecycle of application. What year should this application or service be expired?
Software Patches	How frequently are security or vulnerability patches issued and applied.
Supplier Details	Contact Details for supplier support
Special Conditions / Comments	Addition service specific data.



## 4 Services

## 4 Services

### 4.1 Network Sign on

Attribute	Details
Service	Network Sign On.
Operational Status	Live
Description	The ability to sign on to INSERT COMPANY NAME network resources.
Standard Service Features	Standard features include access to personal and network shared file storage. Access also grants rights to use installed applications that have been granted to the end user.
Optional Service Features	Home based remote VPN access is an optional request for this service.
Delivery Scope	All business units
Delivery Channels	Laptop Desktop Intranet Remote home users Handheld Devices
Service Hours	24x7x365
User Requirements	Users must have read and be briefed on company security policy and the acceptable usage policy.
Service Initiation	Network access can be raised by portal ticket on <a href="http://www.eventengine.org/">http://www.eventengine.org/</a>
Service Support	The IT Support team.
Standard Costs	NA
Service Targets	All new requests for network access processed within 10days of the request.
SLA	Uptime of the system 99.9% per Monthly period.
Maintenance Windows	NA
Release Plan	NA
Software Lifecycle	NA
Software Patches	NA
Supplier Details	Internal service.
Special Conditions / Comments	NA

**4.2 IMAC (Install, Move, Add, Change).**

<b>Attribute</b>	<b>Details</b>
Service	New Service requests for Installs, Moves, Adds and Changes.
Operational Status	Live
Description	This refers to mostly single occurrences of the following: <ul style="list-style-type: none"> <li>• Install Desktop PC/Laptop</li> <li>• Move PC</li> <li>• Decommission PC</li> <li>• Install Printer</li> <li>• Move Printer</li> <li>• Decommission Printer</li> <li>• Install Software</li> <li>• Remove Software</li> <li>• Install Peripheral</li> <li>• Network Account Creation</li> <li>• Network Account Change</li> <li>• Network Account Deletion</li> <li>• Change Assigned Print Profile</li> </ul>
Standard Service Features	All of the above services are provided by the service team at the primary office site of INSERT LOCATION
Optional Service Features	IMAC's for external site setup are available via the standard request procedure, however they are charged at a higher rate depending on the site location.
Delivery Scope	All business units.
Delivery Channels	By Telephone or request ticket on eventengine.
Service Hours	9-5:30 – Monday to Friday including Bank Holidays.
User Requirements	End users must have access to the internet to requests a an IMAC via eventengine.
Service Initiation	Via <a href="http://www.eventengine.org/">http://www.eventengine.org/</a> etc.
Service Support	The IT Service Desk team provide this service.
Standard Costs	Each single IMAC is charged out to departments at a rate of £55 / item. For more than 10 individual IMACS a full change request is required.
Service Targets	To complete 100 IMAC per month.
SLA	99.5% of IMAC's processed with 10 days of request.
Maintenance Windows	NA
Release Plan	NA
Software Lifecycle	NA

Software Patches	NA
Supplier Details	NA
Special Conditions / Comments	Emergency IMAC's need Senior IT Management approval prior to implementation.

### 4.3 eventengine service desk

Attribute	Details
Service	eventengine service desk and service portal
Operational Status	NEW
Description	Offers a brief description of the service in non-technical end user terms.
Standard Service Features	To be able to raise incidents and service requests
Optional Service Features	NA
Delivery Scope	All
Delivery Channels	Laptops Desktop Intranet Internet Handheld Devices
Service Hours	Identifies timeframes and operating hours for which employees can use the service. Including
User Requirements	Indicates pre-requisites that an employee should have in order to successfully receive the service. This might include training or specific certification.
Service Initiation	<a href="http://www.eventengine.org/">http://www.eventengine.org/</a> portal
Service Support	The Service Desk team via telephone : INSERT NUMBER
Standard Costs	Annual Subscription
Service Targets	1 Hour response to critical failures, 4 Hour response to non critical failures. 10 day response to change requests.
SLA	99.7% uptime
Maintenance Windows	Planned maintenance every Saturday between 07:00-09:00.
Release Plan	12 Releases each year.
Software Lifecycle	2020

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Software Patches	New releases are issued Monthly
Supplier Details	Timefleas.com creators of eventengine.org
Special Conditions / Comments	Addition service specific data.

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**4.4 Email**

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<b>Attribute</b>	<b>Details</b>
Service	Microsoft Exchange Email
Operational Status	Live
Description	Secure email between site users and virus-checked email to and from 3 <sup>rd</sup> party external contacts.
Standard Service Features	<p>Sends and receives email messages, both internally and via the Internet.</p> <p>Provides a calendar feature with scheduling capability.</p> <p>Provides an easily accessible Global address list of email addresses</p> <p>Allows for up to 50mb of storage space by default.</p> <p>Sends and receives attachments up to 10mb in size</p> <p>Users can create “distribution lists for a number of personal addresses.</p> <p>All Calendar entries over 3 Months old are removed automatically.</p> <p>On request public folders can be created for group access to shared contacts, calendars and email.</p>
Optional Service Features	Access via PDA and Outlook Web Access is optional and only accessible by authorised staff.
Delivery Scope	Identifies which business units are eligible to receive the service.
Delivery Channels	<p>Laptops</p> <p>Desktop</p> <p>Intranet</p> <p>Internet</p> <p>Handheld Devices</p> <p>Citrix</p>
Service Hours	24x7x365
User Requirements	Users need a contract of service with INSERT COMPANY

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	NAME to be able to access the internet service.
Service Initiation	Requests for email account must first be logged on the eventengine.org service desk.
Service Support	The IT Service Desk team at INSERT LOCATION and TELEPHONE NUMBER
Standard Costs	Email accounts per user are charged to the requesting department at £25/Year
Service Targets	Describes expectations for delivery of the service in end user (non-technical) terms e.g. Email service should be available 24x7x365 with only
SLA	99.8% uptime and all new accounts setup with 10days of request.
Maintenance Windows	Monthly Planned Maintenance on Sunday morning at 08:00-10:00am
Release Plan	Many patches and releases each Month, depending on Microsoft security updates.
Software Lifecycle	Exchange 2003 is supported until 2014
Software Patches	Could be as frequent as daily.
Supplier Details	INSERT SOFTWARE VENDOR or SUPPLIER NAME
Special Conditions / Comments	NA

#### 4.5 Business Expense Claim System

Attribute	Details
Service	Identifies name of the ABC service being provided
Operational Status	Identifies status as one of the following: <b>New</b> – New IT Service under development. <b>Live</b> - Service in live production <b>Ceased</b> - Service ceased and no longer offered. Ceased services are held for reference only.
Description	Offers a brief description of the service in non-technical end user terms.
Standard Service Features	Describes features and functions of the service available to any employee who receives the service. These are provided under a standard Service Level Agreement.
Optional Service Features	Describes features and functions of the service only available

**4 Services**


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	to employees and 3 <sup>rd</sup> parties upon request.
Delivery Scope	Identifies which business units are eligible to receive the service.
Delivery Channels	Identifies which delivery channels the service may be received with, examples include: Laptops Desktop Intranet Internet Handheld Devices, etc.
Service Hours	Identifies timeframes and operating hours for which employees can use the service. Including
User Requirements	Indicates pre-requisites that an employee should have in order to successfully receive the service. This might include training or specific certification.
Service Initiation	Identifies where a an employee can go to obtain the service e.g. Email, Service Desk, Service Portal, <a href="http://www.eventengine.org/">http://www.eventengine.org/</a> etc.
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Service Targets	Describes expectations for delivery of the service in end user (non-technical) terms e.g. Email service should be available 24x7x365 with only
SLA	Service Level Agreement e.g. 99% uptime of an application or 99.5% of IMAC's completed with 5 days.
Maintenance Windows	Planned and agreed maintenance windows for service e.g. 2 hours each Monday 05:00 to 07:00.
Release Plan	Expected number of firmware or software releases each period. Desktop OS might be once every 4 years, bespoke applications could be 4x per year.
Software Lifecycle	Expected lifecycle of application. What year should this application or service be expired?
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# A Appendix Heading (a1)

**4 Services**

## A Appendix Heading (a1)

### A.1 Appendix 2 (a2)

Appendix paragraph (ap)

### A.2 Appendix 2

Appendix paragraph

#### A.2.1 Appendix 3 (a3)

Appendix paragraph (ap)

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