



IT Service Catalogue

December 2012

XX Corporation

Overview and Introduction

XX Corp Information Technology (IT) Department has produced this Service Catalogue in order to explain the range of services they can provide to you.

The document is arranged into 3 sections to make it easier for you to browse the types of service most relevant to you.

End User Services

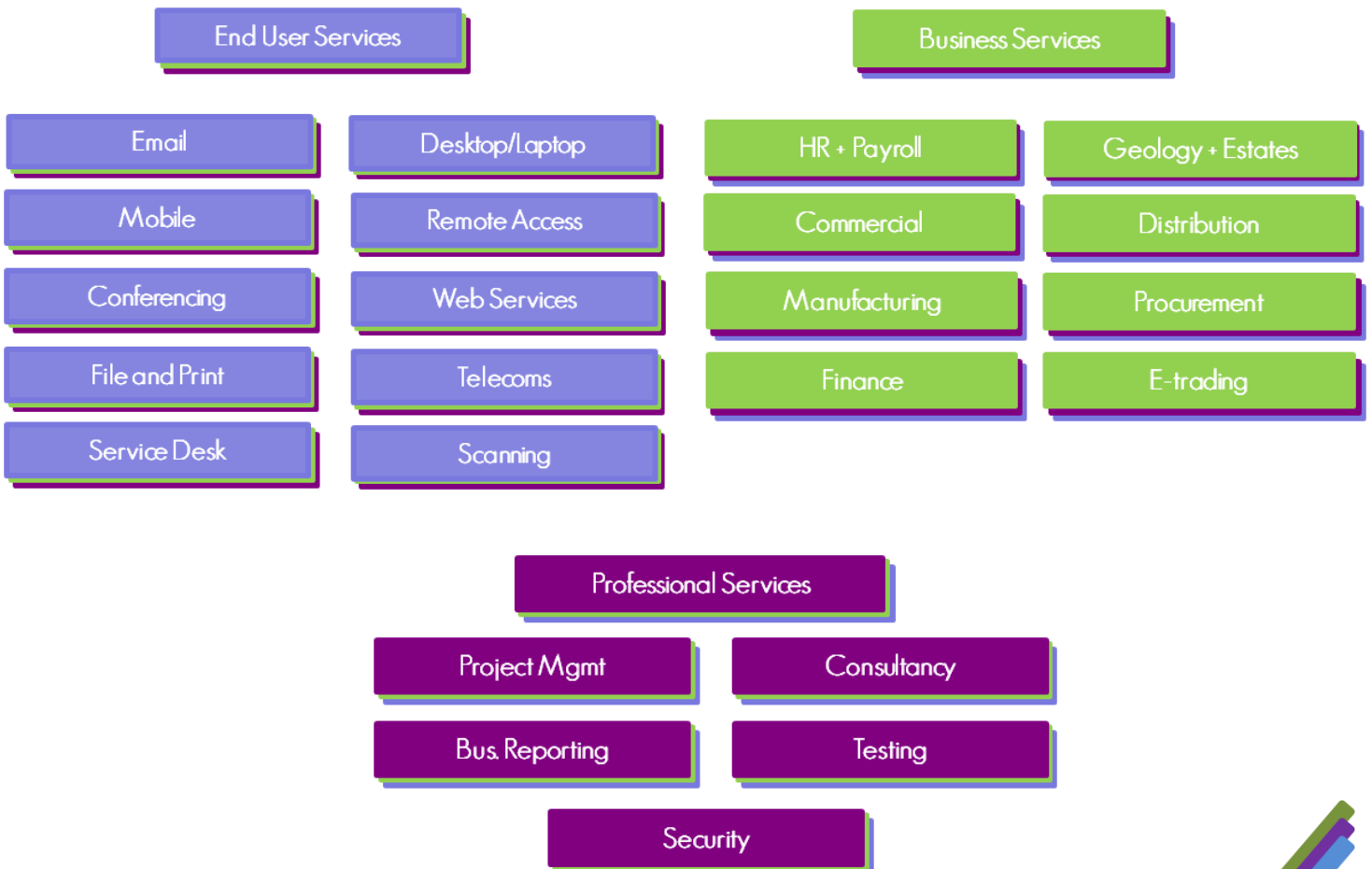
These are the basic generic IT tools you use every day to support you in your role and to access other IT services. E.g. Email, laptops and mobile phones

Business Services

These are key XX Corp business services used across the business by various departments to achieve objectives specific to them. E.g., Manufacturing, finance and HR & Payroll

Professional Services

Through these services IT supports business change, maintains business continuity and provides relevant management information (MI).



Service Desk

What is this service?

This service provides you with a single point of contact for IT issues, queries and requests.

What do the Service Desk do for you?

Be available when you need to speak to IT - On Site 06:00- 18:00 On Call 24/7

Get you working again as quickly as possible in accordance with your needs and priorities

How is my call prioritised?

We need to work with you to identify and agree the appropriate priority level. A number of factors are considered and discussed with you. For example, number of people affected, impact on the business and timescales. Please help us by providing as much information as possible.

What does my call priority mean?

Once prioritised, these **resolution targets** are used by the Service Desk and the rest of IT.

P1	P2	P3	P4	New Starter	New Hardware		

We will agree an appropriate frequency of communication with you.

Who should I contact if I am unhappy with my level of service?

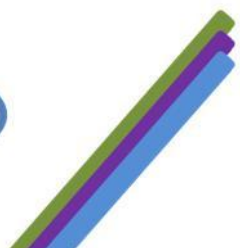
If you have an issue with the Service Desk the IT Service Desk Manager is your next point of contact.

Contact us on

12345 67890

servicedesk@XXCorp.com

End User Services



Mobile

What does the service give me?

This service gives you access to business systems regardless of your location using a handheld device.

What can I request as part of this service?

New / Replacement:

Mobile Phone



Blackberry



Company iPad



3G Dongle



Wireless Network



All of the above are requested through X Portal and supported by the IT Service Desk

What access is available through these services?

	Email	SMS	Calls	Full XX Corp Network Access
Mobile Phone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Blackberry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Company iPad	<input checked="" type="checkbox"/>			
3G Dongle				<input checked="" type="checkbox"/> (with Key)
Wireless Network				<input checked="" type="checkbox"/>

Bring Your Own Device (BYOD):

This gives you access to your corporate email account on your personal iOs device (Apple). To enable this access you must sign and return the BYOD policy which is available on X Portal.

Finance

What is this service?

This service provides the technology to manage all financial transactions. For example invoice a customer, pay a supplier, collect cash, management account functions.

What key systems are involved?

Finance module

Microsoft Office Applications

General Ledger

Application X

Cognos Finance,

Support Information

For any issues you are having please contact the IT Service Desk. We also provide a heightened level of IT support across the 3-5 days of Month End to match the priority of this period for the business.

eTrading

What is this service?

This service provides the technology to trade electronically including send and receive invoices and process online inbound customer orders. Through the customer and supplier portal it is possible to view PODs, despatches, order statuses, account info).

What key systems are involved?

Customer & Supplier Portal

How do I join eTrading?

Contact the eTrading team at ...

How do I report a problem with the eTrading service?

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Project Management

What does this service give me?

This service provides the successful delivery of new or amended business systems and services.

Is my request a project or an enhancement?

What is the difference and how is that decided and communicated

How do I request a project for a new or amended service?

Who supports my project once it is live?

Most live services are then supported by the IT Service Desk

Consultancy

What does this service give me?

This service provides the successful delivery of new or amended business systems and services.

Is my request a project or an enhancement?

What is the difference and how is that decided and communicated

How do I request a project for a new or amended service?

Who supports my project once it is live?

Most live services are then supported by the IT Service Desk