5. Service Description Template

Service Name	The agreed name for the service.
Service Description	A brief description of what the service does, and the expected outcomes.
Features	Briefly outline the main features and functionalities of the service.
Service Category	Classify the service into one of the categories previously agreed. Categories are important to provide the Service Catalogue with a hierarchical view of services.
Service Type	Customer-facing service or supporting service. A customer-facing service is an IT service that is visible to the customer. Typical data to be recorded are those connecting to the business, although information from the supporting layer can be recorded as well for internal use by the IT service provider. 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. Typical information to be recorded comes from the supporting layer.
Service Owner	Name and contact information of the person(s) with this role.
Business Service Catalogue	
Business Owner(s)	Name and contact information of the person(s) with this role.
Business Unit(s)	Business unit(s) to which the service is provided.
Business Impact	Describe the positive impact of having the service available and/or the negative impact of the opposite. The impact can be quantified by the number of users affected, the impact on each one, and the cost to the business.
Business Priority	Select from a previously agreed scale like Critical/Business-critical or High/Medium/Low.
Business Contacts	Name and contact information of the key business person(s) to be contacted.
Service Level Agreement (SLA)	It is usually better to provide a link to the document with the SLA encompassing the IT service.
Service Hours	Write here the agreed time period when the IT service should be available.
Escalation Contacts	Name and contact information of the person(s) to be contacted when an escalation procedure is triggered.
Service Reports	A list of the operational reports available for the IT service.
Service Reviews	Frequency of the service level review meetings.
Security Rating	Classify according to the security level of the IT service.
Policies	Describe any policies governing the use of the service.
Technical Service Catalogue	
Supporting Services	List any supporting services on which the IT service depends.
Services Supported	List any services this service is supporting.
Configuration Items (CI)	List of other CI supporting the IT service, including hardware, software, application and data.

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It Service Catalog Project Plan

Michael Seilmaier

It Service Catalog Project Plan:

Reviewing **It Service Catalog Project Plan**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing. Within the pages of "**It Service Catalog Project Plan**," an enthralling opus penned by a very acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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