

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 if the opposite. The impact can be quantified by the number of users affected, the impact on cash flow, and the cost to the business.
Business Priority	Select from a previously agreed scale like Critical/Non-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 exposure to the security level of the IT service.

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<http://flevy.com/browse/document/itil-service-catalogue-template-276>

Policies	Describe any policies governing the operation service.
Technical Service Catalogue	
Supporting Services	List any supporting services on which the IT service depends.
Services Supported	List any service this service is supporting.
Configuration Items (CI)	List of other CI supporting the IT service, including hardware, software, applications and data.

It Service Catalog Project Plan

Camilla Rothe



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Table of Contents It Service Catalog Project Plan

1. Understanding the eBook It Service Catalog Project Plan
 - The Rise of Digital Reading It Service Catalog Project Plan
 - Advantages of eBooks Over Traditional Books
2. Identifying It Service Catalog Project Plan
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an It Service Catalog Project Plan
 - User-Friendly Interface
4. Exploring eBook Recommendations from It Service Catalog Project Plan
 - Personalized Recommendations
 - It Service Catalog Project Plan User Reviews and Ratings
 - It Service Catalog Project Plan and Bestseller Lists
5. Accessing It Service Catalog Project Plan Free and Paid eBooks
 - It Service Catalog Project Plan Public Domain eBooks
 - It Service Catalog Project Plan eBook Subscription Services

- It Service Catalog Project Plan Budget-Friendly Options
- 6. Navigating It Service Catalog Project Plan eBook Formats
 - ePub, PDF, MOBI, and More
 - It Service Catalog Project Plan Compatibility with Devices
 - It Service Catalog Project Plan Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of It Service Catalog Project Plan
 - Highlighting and Note-Taking It Service Catalog Project Plan
 - Interactive Elements It Service Catalog Project Plan
- 8. Staying Engaged with It Service Catalog Project Plan
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers It Service Catalog Project Plan
- 9. Balancing eBooks and Physical Books It Service Catalog Project Plan
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection It Service Catalog Project Plan
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine It Service Catalog Project Plan
 - Setting Reading Goals It Service Catalog Project Plan
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of It Service Catalog Project Plan
 - Fact-Checking eBook Content of It Service Catalog Project Plan
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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