

**PROJECT NAME (if applicable)**

**Service Catalogue and CMDB Details**

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**PURPOSE OF DOCUMENT**

The details in this document are required for the Service Catalogue, Self-Service Tool, IT Service Management tool categories and new/retired entries to the Configuration Management Database (CMDB).

**RACI**

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| Responsible | Accountable | Consult | Inform |
| Project Manager | Project Board & Project Executive | Infrastructure, Applications, Service Management,  Research IT | Business Owner |

GUIDANCE NOTE: This should show who is responsible, accountable, consulted and informed with regard the document

**DOCUMENT CONTROL**

CHANGE CONTROL TABLE

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# Service Catalogue Entry

|  |  |
| --- | --- |
| **Element** | **Description** |
| Service Name | *The agreed name for the service* |
| Service Type | Customer Facing service  *(services that are visible to the business)*  Supporting Service  *(services required by the IT Dept. as the service provider to deliver customer-facing services. Supporting services may also include IT services only used by the IT service provider)* |
| Service Level Category | Gold - Highly Critical   *A business service deemed critical for the University and its reputation. Disruption or any loss of data could cause major impact or have legal implications for the University, external customers and stakeholders. The application or service is used by large numbers of staff, students and/or external users.*  *Silver – Critical*   *A business service whose loss would cause significant disruption but not critically impact the University’s external customers and stakeholders. Disruption or loss of data associated with this service would cause significant impact to internal users.*  Bronze - Non-Critical   *A business service whose loss would cause some internal users inconvenience but not cause immediate or significant disruption. The application or service is used by small numbers of external customers or stakeholders but the access is infrequent and loss of the service would not have a significant impact.* |
| Business Service Owner/s | *Job Title and name of the person within the business accountable for the Business Unit and/or business process(es) for which the IT Service is required e.g.*  Finance Director *, Finance Department*  *Joe Bloggs* |
| Senior User(s) | *Job Title and name of the person within the business responsible for the Business Unit and/or business process(es) for which the IT Service is required e.g.*  *Finance Manager , Finance Department*  *Fred Bloggs* |
| IT Service Owner/s | *Job Title and name of the person within the IT Dept. accountable for managing the IT Service e.g.*  *e.g Assistant Director, Solution Development, IT Services* |
| IT Service Manager/s | *Job Title and name of the person within the IT Dept. responsible for managing the IT Service e.g.*  *e.g. Head of Development Services, IT Services* |
| Service Delivery Team | *e.g Corporate Applications, Network Operations etc*. |
| Service Status | * IN DEVELOPMENT *–*  *service under development and not yet live* * LIVE *–*  *service offered in production* * RETIRING *–*  *service no longer offered* |
| Service Description | *The Service Description should be written in easy to understand, simple, non-technical terms. The Description should be at a high level with no more than three or four lines.* |
| Standard Service Features | *Standard Features and functions of the service* |
| Optional Service Features | *Optional Features and functions of the service only available upon special request* |
| Customer Types | *Which customer types are eligible to receive the service? (tick all that apply)*   * Staff *-*  *all staff or restricted by course / dept. / other criteria?* * Students *-*  *All students or restricted by course / dept. / other criteria?* * Visitors / Guests *-*   *If other please specify:* |
| Delivery Channels | *Which delivery channels the service may be received with – examples might be:*   * *Managed Desktop* * *Intranet* * *Internet* * *Mobile Devices, etc.* |
| Site/Location Specifics | *Which locations/sites is this service accessible from? (tick all that apply)*   * Mile End * Whitechapel * West Smithfield * Charterhouse Sq. * Lincolns’ Inn Fields * London Chest Hospital * Off campus/From Home * International Campus(es)   *If other please specify:* |
| Service Hours | *Timeframes and hours for which the service is available* |
| Supported Hours | *Days and times when support will be available e.g.,*  *8am to 6pm, Monday to Friday (excluding public holidays and college closures) etc.* |
| Maintenance Window | *Is there a defined ‘AT Risk’ period?*  *A time allowed for checking and if necessary updating the service. Where scheduled maintenance is timed to fit into this period and work is advertised in advance.* |
| User Requirements | *Indicates pre-requisites that a user should have in order to successfully receive the service e.g.*   * *Central IT username & password (AD)* * *Dept account* * *Application account* * *Authorisation from the Business Service owner or designated business service authority (e.g. a Senior User)*   *If other please specify:* |
| Service Initiation | *Identifies where a user can go to obtain the service e.g.*   * *Senior User* * *Service Desk via Self Service portal* * *Service Desk via phone, email or in person* |
| Standard Costs | *Any costs to the user for the Standard Features provided with the service e.g.*   * *Hardware* * *Software* * *Training etc.*   *One off, annual or other (please specify)* |
| Optional Costs | *Any costs to user for the Optional Features provided with the service*  *As above* |

# Ivanti Categories:

## Request Categories

*GUIDANCE NOTES:* *Specify new or existing Ivanti categories to request admin tasks for the service e.g. user account set up / permissions. Specify categories to appear in the user-facing Service Catalogue and their position in the catalogue hierarchy.* *Identify the Technical team that should receive tickets of this category and specify the agreed response time.*

## Incident Categories:

*GUIDANCE NOTES:* *Specify new or existing categories to be used for reporting incidents related to the service e.g. service failure*. *Identify the Technical team which should receive tickets of this category and specify the agreed resolution time.*

# Service Status Page Entry

*GUIDANCE NOTES:* *Does the service require a unique Status page entry or is it covered by existing headings and if so which one?*

# Configuration Management Database (CMDB) Records

This section specifies the Configuration Item Types (Classes) used by the service and also outlines any CI Types required for the operation of the service which are not currently represented in the CMDB.

## Configuration Items

*GUIDANCE NOTES: List existing CI Types (e.g. virtual servers, switches, etc.) used by this service**.*

## New Configuration Item Type

*GUIDANCE NOTES: Give details of any ‘new’ CI Types required for the service.*

|  |  |
| --- | --- |
| **Element** | **Description** |
| CI Type Name |  |
| Function |  |
| Requires Versioning? |  |
| Relationships: | *e.g.*   * *"Is a component of"* * *"Is associated with"* * *"Uses"* * *"Is a new version of"* * *"Will be replaced by", …* |
| Document References | *e.g.*   * *Contractual documentation* * *Operating documentation* * *User documentation* * *Emergency-relevant documentation* * *Other Documentation* |

*GUIDANCE NOTE: Repeat table for additional CI Types.*

## CMDB Update Method

*GUIDANCE NOTES: Specify how the CMDB will be updated with any new CIs. Will this be by automatic discovery systems (e.g. SCCM) or by manual import using a standard template? You will need to liaise with the CMDB Configuration Analyst to arrange this.*