## Template

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| Service: | *Name of service* |
| Summary: | *Short summary of the service – what it does* |
| Intended customers | *Who are the intended users of the service – (may be listed by job function, business units, geography, or enterprise.)* |
| Detailed description: | *Detailed description of the service, including the business processes and functions it supports, intended outcomes, and typical usage. Describe in detail all service parameters like storage allocations, usage limitations.* |
| Options: | *List all available options* |
| Hours of availability | *Describe the hours the service is available* |
| Related services | *Other services that are either required or commonly used with this services* |
| Cost: | *Describe any upfront and recurring costs (chargeback)* |
| How to request: | *Describe how a user requests this service* |
| Service category | *Under what category should this service be listed in the service catalog – (messaging, communication, client computing, etc)* |
| Service Owner | *Who is the service owner* |
| Optional Fields | |
| Business Owner | *Name of the business contact for the service* |
| SLA | *Describe applicable SLA targets for this service* |
| Applicable Policies | *Description or links to related company policies* |
| Service Type | *Customer visible or supporting service* |
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## Example

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| Service: | *Messaging and collaboration Service* |
| Summary: | *Provides email, calendar, and collaboration tools.* |
| Intended customers | *All enterprise users* |
| Detailed description: | *Industry standard email and calendaring tools for all company employees and authorized contractors who communicate electronically with internal and external users.*   * *Email* * *File attachments* * *Corporate directory of users* * *Personal and shared calendars* * *Meeting scheduling* * *Shared folders for team collaboration* * *Standard message storage – 500 MB* |
| Options: | *Secure message exchange (encrypted email) Executive message storage – 2 GB Web access to corporate email from any location* |
| Hours of availability | *Service is available 24x7, with a 2-hour planned maintenance Sunday at 1:00am – 3:00am.* |
| Related services | *MS Outlook client and MS Windows PCs or laptop (limited support for Mac). Requires remote access service for telecommuters and travelers.* |
| Cost: | *$5.00/month per user* |
| How to request: | *Please call the service desk to request the service.* |
| Service category | *Email, calendaring and collaboration* |
| Service Owner | *Sarah Smith* |