



Information Technology (IT) Services Business Service Catalog

Sample Service Template

This is a single example of a business service template from Axios Systems library of standard IT services.

MOBILE PHONE

SERVICE DESCRIPTION: The supply, change and retrieval of mobile phones for business use.

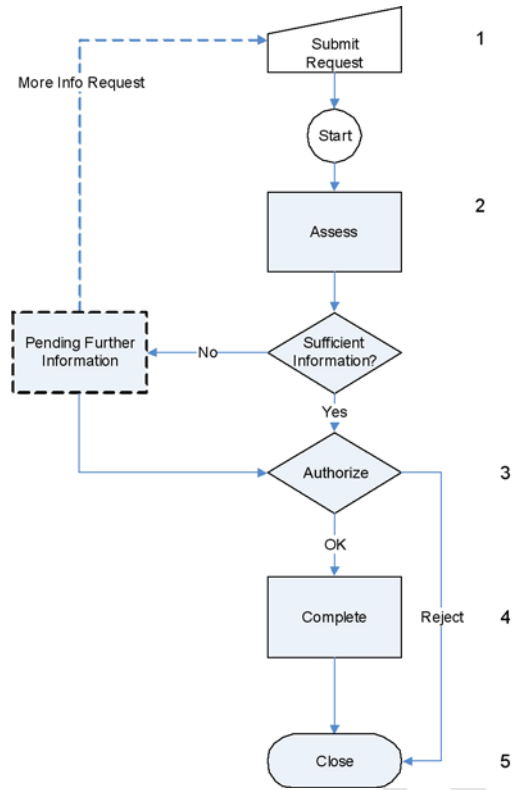
- WHAT'S INCLUDED:**
- Management of mobile phones provided by contracted vendor (including a SIM card, a mobile handset and accessories)
 - Procurement and distribution of phone and accessories
 - Setup of monthly calling plans

Usage is subject to the terms of the organization's communication usage policy.

DETAILED DESCRIPTION:	Usage of mobile phone equipment is provided under the terms of the Communication Usage policy.
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OFFERING DESCRIPTION:	An advanced feature-rich Smartphone with network connectivity.
WHAT'S INCLUDED?:	<p>The "Gold" provides a higher specification mobile than either the "Silver" or "Bronze".</p> <p>It features a 2.64-inch screen, full QWERTY keyboard for ease of use for emails, texts and instant messaging. It can send and receive emails from anywhere in the world. The "Gold" features an optical trackball for a sensitive and highly accurate navigation method, Wi-Fi connectivity, a 2.0 Megapixel camera, Bluetooth, expandable memory and can sync with iTunes to transfer music files to the phone.</p>
SERVICE LEVEL AGREEMENT:	<p>Available to users on demand between 08:00 and 18:00 Monday to Friday.</p> <p>Support is available from the service desk.</p>
SUMMARY:	<p>Please refer to the standard availability in Section 1. IT Services.</p> <p>Availability is dependant on the availability of individual items from suppliers. IT aim to provide 99% of requests within 5 working days.</p>
DETAILED DESCRIPTION:	<p>Usage of mobile equipment is provided under the terms of the communication usage policy.</p> <p>Non availability of any item will be communicated in advance by the service desk.</p>
PRICE	TBA
VISIBILITY:	Available to Managers and VIP users only
LEAD TIME	1 week

Process Workflow Diagram and Narrative



1. Customer submits request with details and justification
2. Order Handler reviews information provided as general validation of the requirement. Order Handler requests further information, if required
3. Order Handler authorizes or rejects request
4. Request assigned, scheduled, completed and CMDB updated
5. Request closed.

Custom Form

Details

Will you require access to emails: Required by: ?

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Justification for request: ?

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FDS unique nr