

Service Level Management example service catalogue

Service details				Service level details						
Services	Components	Component unique ID	End-users	Component availability	Response time	Fix time	Supported by	Hours of support	Date recorded	Date last updated
Email	Email server (hardware)	12	All departments	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Email server (software)	15		0800 - 1800 M-F	4 hours	8 hours	Email Software Ltd	1400-2200 M-F	11-Jul-03	12-Jul-03
	File server O/S	91		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Router	3		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	ISDN	22		0800 - 1800 M-F	15 minutes	4 hours	Telecoms Co	0900-1700 M-F	11-Jul-03	12-Jul-03
	ISP	23		0800 - 1800 M-F	15 minutes	30 minutes	ISP Co	24x7 S-S	11-Jul-03	12-Jul-03
Internet	Firewall	11	All departments	0800 - 1800 M-F	1 hour	4 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	O/S	91		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Router	3		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	ISDN	21		0800 - 1800 M-F	15 minutes	4 hours	Telecoms Co	0900-1700 M-F	10-Jul-03	11-Jul-03
	ISP	23		0800 - 1800 M-F	15 minutes	30 minutes	ISP Co	24x7 S-S	10-Jul-03	11-Jul-03
Word processing	Applications file server	1	All departments	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	File server O/S	91		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	WP server software	30		0800 - 1800 M-F	4 hours	8 hours	WP Software Ltd	0900-1700 M-F	10-Jul-03	11-Jul-03
	Router	3		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
Interactive Whiteboard	Whiteboard	25	Classroom 1	0900 - 1600 M-F	4 hours	8 hours	Whiteboard Supplier Ltd		10-Jul-03	11-Jul-03
	Applications file server	1		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
Schools Administration	Applications file server	1	Head Teacher	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	SAS	35	Department Heads	0800 - 1800 M-F	30 minutes	2 hours	LEA	0800-1800 M-F	10-Jul-03	11-Jul-03
	Router	3	Admin Assistant	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
Printing mono	Printer server	15	All departments	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	File server O/S	91		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Laserjet	40		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Laserjet	41		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Laserjet	42		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Inkjet	42		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03

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	Consumables	N/A		0800 - 1800 M-F	15 minutes	30 minutes	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Router	3		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
Printing colour	Printer server	15	All departments	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Laserjet	42		0800 - 1800 M-F	15 minutes	30 minutes	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	File server O/S	91		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Consumables	N/A		0800 - 1800 M-F	15 minutes	30 minutes	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
	Router	3		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	4		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Router	5		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	LAN	N/A		0800 - 1800 M-F	30 minutes	1 hour	Internal ICT technical support	0800-1800 M-F	10-Jul-03	11-Jul-03
French GCSE	Desktop Computer	50	Classroom 2	0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Desktop Computer	51		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	Laptop	60		0800 - 1800 M-F	1 hour	2 hours	XYZ Hardware Maintenance	0830-1730 M-F	10-Jul-03	11-Jul-03
	French GCSE	37		0800 - 1800 M-F					10-Jul-03	
	French GCSE	38		0800 - 1800 M-F					10-Jul-03	
	French GCSE	39		0800 - 1800 M-F					10-Jul-03	