**TEMPLATE**

* **Blue text**: Information not publicly displayed in the current web based User Services Catalogue
* **Red text**: text to be edited

|  |  |
| --- | --- |
|  | PUBLISHED FINAL: YES/NO BY (PERSON’S NAME) |
|  | PUBLISHED IN DRAFT ON THE WEB: (date – mon – YR) |
|  | Last updated (date – mon – YR) by: (PERSON’S NAME) |
|  | Select one: STANDARD FORM or CUSTOM FORM (WEB design) |
| **Service name** | Name of the Service |
| **Service description** | Full description of the service |
| **Service contact (technical)** | Names of OIT staff who have access to the team queue |
| **Escalation process (technical)** | * Indicate the escalation path for the SERVICE REQUEST or TICKET ESCALATION * Each route should be listed as a separate bullet point |
|  |  |
| **What do I need to get this service?** | A list or description of any pre-requisites or requirements that the end user must consider or obtain for the service to be successfully provided. |
| **What is included?** | A list or description of what is provided by OIT to the end user when the services is considered complete. |
| **When is support for the service available?** | Indicate if the services is available for self-service access 24/7 along with the following statement: User and technical support is provided (days of week) during the posted Support Center hours found at http:// |
| **How long does it take to get the service?** | Provide the SLO: The SLO should be stated as the time until the Service Request is completed. |
| **How do I change, or stop the service?** | A description of how the service can be stopped or be cancelled by the user, or the conditions that terminate the service automatically |
| **Cost** | “(service) is centrally funded by OIT.” “The annual cost for (software maintenance or licensing) is (dollar amount) for (FY 12 ) ” Indicate if cost is a function of design, configuration, or customization. |
| **Service metrics** | (Service) has an uptime of (provide update metric) |
| **Documentation** | Links to any available online documentation; provide list of documents to be posted. |