Service Offering Template

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| Service Category |  |
| Service |  |
| Service Offering |  |
| Service Owner |  |
| Aliases |  |
| Other names that the service is known by, e.g. institution’s brand name, product name, etc. | |

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| Service Description A full description of the service, including its purpose, benefits, features, and options. The description should be written for the end user to understand. |
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| Audience The constituents to which the service is available. |
| * Faculty * Students * Prospective Students * Staff * IT Staff * Alumni * Guests |
| Service Levels Basic information about service availability, maintenance windows, levels of support available, what users can expect from this service |
| * Services is available 24x7x365 except during maintenance windows * The Service Desk is available for support during extended business hours but Tier 2 and Tier 3 support is only available during business hours * Time to provision the service is \_\_ days/hours. |
| Requirements Any prerequisites for using the service, e.g., approvals, training, compliance requirements, other services, etc. |
| * Requires Safari, Internet Explorer, Chrome or FireFox |
| Service Cost The cost to the end user or department to use the service. This can be expressed on a per user basis, by department, volume of consumption, or however charges are assessed. |
| (None) |
| Requesting the Service Instructions for requesting the service, e.g., a link to a request form or contact information. |
| To request the service, complete this form: [link] |
| Support Contact Instructions for requesting support, e.g., help with using the service or reporting a service issue. |
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| Feedback Mechanism Instructions or mechanism for reporting feedback on a service. |
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| Documentation Pointers to service documentation, service policies, FAQ’s, training materials, etc. |
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| Related Services Links to other services in the service catalog that the reader might be interested in, based on their interest with this service.  This is similar to Amazon.com’s feature of suggesting other products you might be interested in. |
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