

Service Catalog – a customer sample

	Alignment Attributes		Tier 1	Tier 2	Tier 3	Tier 4
	Scheme	Specification				
Primary Storage	Guaranteed Performance	Performance throughput per port (I/O sec)	5,000+	3,500 – 5,000	1,500 – 3,500	500 – 1,500
		Response time (ms)	< 8ms	7-14ms	12-30ms	12-30ms
	Availability	Maximum unplanned downtime per year (mins)	< 26.5	< 26.5	< 52.5	< 263
Secondary Storage	Performance	Response time	< 1 second	< 1 second	< 24 hours	
		Throughput	>= 300 Mbps	>= 700 Mbps	>= 280 Mbps	
	Availability	Maximum downtime (year)	<5.25 mins	<52.56 mins	< 175.2 hours	
	Retention & Disposition	Retention period	< 30 years	< 10 years	< 3 years	
		Data shredding compliance	Yes	No	No	
	Accessibility	Read access frequency	< Hourly	> Hourly	Daily	
	Data Integrity	Guarantee of authenticity	Yes	No	No	
Operational Recovery (OR)	Offsite	Recovery point objective	< 1 minute	< 28 hours	< 38 hours	
	Recovery Granularity	Recovery granularity	Complete app. restore	Complete app. restore	File or file sys. restore	File or file sys. restore
	Recovery Point Objective (RPO)	Amount of data loss	1 hour	24 hours	24 hours	30 days
	Recovery Time Objective (RTO)	Time to restore data	< 30 minutes	< 30 minutes	7 GB/minute	5 GB/minute
	Recoverability	Ability to recover backed up data	100%	100%	98%	95%
Disaster Recovery (DR)	Retention period	Time data is retained	2 hours	24 hours	3 Weeks	15 months
	Recovery Point Objective (RPO)	Amount of data loss	0 minutes	< 4 hours	24-48 hours	24-48 hours
	Recovery Time Objective (RTO)	Time to restore data	< 2 hours	<12 hours	< 48 hours	<72 hours

It Service Catalog Template

Joyjeet Banerjee



IT Service Catalog Template:

IT Service Management Best Practices Using IBM SmartCloud Control Desk Axel Buecker, Bo Batty, Jason Brown, Alex Chung, Samuel Hokama, Aurelien Jarry, Leonardo Matos, Daniel Wiegand, IBM Redbooks, 2013-12-12 SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset change and problem management. It lowers cost and mitigates license compliance risk by performing end-to-end software asset management. It also delivers an adaptive, role-based, simplified UI that can be more intuitive for novice users, which reduces training costs while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations and an external Service Provider model. It allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways: traditional on-premise, SaaS, or VM image. This approach can make it more affordable to meet your current business needs and seamlessly move between delivery models while keeping the same functionality. This IBM Redbooks publication covers IBM SmartCloud Control Desk product configuration, customization, and implementation best practices.

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[IT Service Management - Global Best Practices, Volume 1](#) ,2008-04-22 A very practical publication that contains the knowledge of a large number of experts from all over the world Being independent from specific frameworks and selected by a large board of experts the contributions offer the best practical guidance on the daily issues of the IT manager

IT service management with FitSM Version 3 Anselm Rohrer,Dierk Soellner,2025-06-12

In this book the authors draw upon their extensive experience in small and medium sized organizations to provide a practical and application oriented path to address the many challenges in the world of IT service management Their approach is based upon the FitSM framework distinguishing 82 concise requirements It draws upon the ISO IEC 20000 standard and the COBIT and ITIL frameworks These requirements help organizations see through the details into what is important The author s motto drawn from FitSM is keep it simple describing what needs to be done and focusing on 14 core processes reducing the size and complexity of an ITSM adoption As the authors stress those requiring more can look to ITIL COBIT or other extensive frameworks For the authors the strength of the FitSM approach lies in the focus on the requirements to be met for a functioning IT service management system supported by the maturity assessment that provides a reference point for continual improvement Continual improvement needs to be a core capability This second book on FitSM provides practical tips and advice on how to use FitSM for small and medium sized IT service providers and IT departments This first book on FitSM might also interst you

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ArcGIS 9 ,2005 This book provides a general overview of building and deploying sophisticated custom applications and solutions using ArcGIS Server ArcGIS Server is a platform for building enterprise GIS applications that are centrally managed support

multiple users include advanced GIS functionality and are built using industry standards ArcGIS Server provides the framework for developers to create focused GIS Web applications and services that can be utilized by clients including browser based applications ArcGIS Engine applications and ArcGIS Desktop products ArcInfo ArcEditor and ArcView The entire ArcGIS system is built with and extended by software components called ArcObjects which are at the core of all ArcGIS products Server administrators who manage an ArcGIS Server system will find this volume useful The book also includes several scenarios illustrating different types of applications that can be developed using ArcGIS Server

IT Service Catalog Process Management Templates and Examples Workbook Gerard Blokdijs, 2009

Programming ASP.NET for ArcGIS Server Vincent Zhuang, 2005-10-05 Acquire all the practical information needed to develop ASP NET applications for ArcGIS Server in this straightforward easy to follow programming guide Programming ASP NET for ArcGIS Server provides a solid introduction to ArcGIS Server and progresses into coverage of a variety of practical applications The latest topics in GIS are addressed including GIS web applications GIS web services and wireless GIS applications for mobile devices such as PDAs and cellular phones Ideal for programmers and GIS professionals alike this innovative book offers functional coverage of the software updated to its latest release Important Notice Media content referenced within the product description or the product text may not be available in the ebook version

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Excel 2002 in Easy Steps Stephen Copestake, 2003

AWS Certified Solutions Architect Associate All-in-One Exam Guide (Exam SAA-C01) Joyjeet Banerjee, 2018-09-07 COVERS THE NEW 2018 EXAM SAA C01 This effective study guide provides 100% coverage of every topic on the AWS Certified Solutions Architect Associate exam Get complete coverage of all objectives included on the February 2018 SAA C01 exam from this comprehensive resource Written by an expert AWS Solutions Architect and well respected author this authoritative guide fully addresses the knowledge and skills required for passing the AWS Certified Solutions Architect Associate exam You ll find learning objectives at the beginning of

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Level Management Roles and Responsibilities of Process Owner for Service Level Management 8 Steps to Developing a Service Catalog Service Catalog Service Catalog IT Services Business Justification Process Service Level Management IT Services Operational Level Agreement Process Service Level Management IT Services Service Enablers Processes Service Level Management Service Asset and Configuration Management IT Services Process Service Level Management Email Text IT Services Process Service Level Management Service Options IT Services Policies Objectives and Scope Process Service Catalog Management IT Service Management Service Catalog ITIL Easy Explanation Fact Sheet Roles and Responsibilities of Process Owner for Service Catalog Management IT Services Communication Plan Processes Service Level Management Service Catalog Management IT Services Costs of Service and Pricing Processes Financial Management for IT and Service Catalog Management Viewpoints to Creating a Service Catalog IT Services Service Agreements Processes Service Level Management Supplier Management IT Services Underpinning Contracts Processes Service Level Management Supplier Management IT Services Implementation Plan Project Plan Skeleton Outline Process Service Catalog Management IT Services Multi Level Based SLA Template Process Service Level Management IT Services Customer Based SLA Template Process Service Level Management IT Services Business and IT Service Mapping Process Service Level Management IT Services Service Catalog Perspectives Process Service Catalog Management IT Services Price List Process Service Level Management IT Services Catalog Maintenance and Improvement IT Services Detailed Objectives Goals Process Service Level Management Process Service Catalog Management Functional Specification IT Services Publishing a Service Catalog Process Service Catalog Management IT Services Technical Specification Process Service Level Management and much more

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Excel Ten ways to impress your boss Ten things to do with Excel on a network **Proceedings** ,2003 Contains the 43 regular papers and 13 short papers presented at the January 2003 symposium on the technologies that enable software applications to run on the internet The main areas of discussion are network and protocol architecture collaboration technology Internet computing models web caching

AWS Certified Developer Associate All-in-One Exam Guide (Exam DVA-C01) Kamesh Ganesan,2020-11-27 This effective self study system delivers complete coverage of every topic on the AWS Certified Developer Associate Exam Take the challenging AWS Certified Developer Associate Exam with confidence using the comprehensive information contained in this effective test preparation guide Written by an Amazon Web Services certified expert and experienced trainer AWS Certified Developer Associate All in One Exam Guide Exam DVA C01 covers every subject on the exam and clearly explains how to create deploy migrate monitor and debug cloud native applications Designed to help you pass the exam with ease this guide also serves as an ideal on the job reference Covers all topics on the exam including Getting started with AWS Journey AWS high availability and fault tolerance Working with cloud storage Authentication and authorization Creating SQL and NoSQL databases in AWS Cloud AWS application integration and management Developing cloud native applications in AWS Building deploying and debugging cloud applications Electronic content includes 130 practice questions Test engine containing full length practice exams and customizable quizzes *Data Management* ,1985

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