

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

Gerard Blokdijk

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the author's name.

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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Executive's Guide to IT Governance Robert R. Moeller, 2013-01-29 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance risk and compliance GRC the concept of IT governance is becoming an increasingly strong component Executive's Guide to IT Governance explains IT governance why it is important to general financial and IT managers along with tips for creating a strong governance risk and compliance IT systems process Written by Robert Moeller an authority in auditing and IT governance Practical no nonsense framework for identifying planning delivering and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller IT Audit Control and Security and Brink's Modern Internal Auditing A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations Executive's Guide to IT Governance gives you the tools you need to improve systems processes through IT service management COBIT and ITIL

CCNA Cloud CLDADM 210-455 Official Cert Guide Chris Jackson, Hank A. A. Preston III, Steve Wasko, 2016-10-20 This is the eBook version of the print title Note that the eBook does not provide access to the practice test software that accompanies the print book Learn prepare and practice for CCNA Cloud CLDADM 210 455 exam success with this Official Cert Guide from Pearson IT Certification a leader in IT Certification Master CCNA Cloud CLDADM 210 455 exam topics Assess your knowledge with chapter ending quizzes Review key concepts with exam preparation tasks CCNA Cloud CLDADM 210 455 Official Cert Guide is a best of breed exam study guide Cisco cloud experts Chris Jackson Hank Preston and Steve Wasko share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics The book presents you with an organized test preparation routine through the use of proven series elements and techniques Exam topic lists make referencing easy Chapter ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly Review questions help you

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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 [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 *IT Service Catalog Process Management Templates and Examples Workbook* Gerard Blokdijs, 2009 **AWS Certified Solutions Architect Associate All-in-One Exam Guide, Second Edition (Exam SAA-C02)** Joyjeet Banerjee, 2021-01-08 This up to date study guide offers 100% coverage of every objective for the current version of the AWS Certified Solutions Architect Professional exam Get complete coverage of all objectives included on the SAA C02 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 each chapter exam tips practice exam questions and in depth explanations You ll also build your practical knowledge with the many hands on labs found throughout this guide Designed to help you pass the exam with ease this definitive volume also serves as an essential on the job reference Covers all exam domains including Design Resilient Architectures Design High Performing Architectures Design Secure Applications and Architectures Design Cost Optimized Architectures Online content includes 130 practice exam questions Test engine that provides practice exams or quizzes that can be customized by chapter or exam objective **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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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

ITIL Foundation All-in-One Exam Guide Jim Davies,2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you re on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book

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Oracle Database Cloud Cookbook with Oracle Enterprise Manager 13c Cloud Control Porus Homi Havewala, 2016-11-22 This practical Oracle Press guide teaches cutting edge techniques for building configuring and managing a secure private database cloud with Oracle Enterprise Manager 13c This hands on volume lays out ready to deploy roadmaps for the design and maintenance of high performance private database clouds using Oracle Enterprise Manager 13c Learn best practices for a wide variety of different approaches Database as a Service Snap Clone as a Service Schema as a Service and Pluggable Database as a Service Oracle Private Cloud Cookbook with Enterprise Manager 13c thoroughly explains how to architect configure and manage every component in a private database cloud lifecycle You will get an insider s solutions for securing your cloud based infrastructure generating reliable RMAN backups and protecting your mission critical enterprise information using Oracle Data Guard This comprehensive volume from Oracle Press features detailed step by step instructions with multiple screen shots and diagrams that illustrate each technique along the way Real world examples and case studies illustrate applications in various industries Offers essential skills for cloud administrators and DBAs Author is an Oracle Certified Master previous ACE director and experienced computing writer

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Table of Contents It Service Catalog Template

1. Understanding the eBook It Service Catalog Template
 - The Rise of Digital Reading It Service Catalog Template
 - Advantages of eBooks Over Traditional Books
2. Identifying It Service Catalog Template
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an It Service Catalog Template
 - User-Friendly Interface
4. Exploring eBook Recommendations from It Service Catalog Template
 - Personalized Recommendations
 - It Service Catalog Template User Reviews and Ratings

- It Service Catalog Template and Bestseller Lists
- 5. Accessing It Service Catalog Template Free and Paid eBooks
 - It Service Catalog Template Public Domain eBooks
 - It Service Catalog Template eBook Subscription Services
 - It Service Catalog Template Budget-Friendly Options
- 6. Navigating It Service Catalog Template eBook Formats
 - ePub, PDF, MOBI, and More
 - It Service Catalog Template Compatibility with Devices
 - It Service Catalog Template Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of It Service Catalog Template
 - Highlighting and Note-Taking It Service Catalog Template
 - Interactive Elements It Service Catalog Template
- 8. Staying Engaged with It Service Catalog Template
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers It Service Catalog Template
- 9. Balancing eBooks and Physical Books It Service Catalog Template
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection It Service Catalog Template
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine It Service Catalog Template
 - Setting Reading Goals It Service Catalog Template
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of It Service Catalog Template
 - Fact-Checking eBook Content of It Service Catalog Template
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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