[company logo]
[company name]

SERVICE CATALOGUE

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Business Service Catalogue

No.	Service Code	[illegible]	Service Category	[illegible]	Business processes enabled by the service	[illegible]	Business Process Category
1	Service_1	0	0	0	0	0	0
2							
3							

Technical Service Catalogue

No.	Service Code	Service Name		Business criticality		Service Type	Service Level Manager		Availability		Maintenance window		Workload		Supporting services		Service continuity		Security considerations		3rd party service
1	Service_1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2																					

Service Catalogue

Service Name

Service Category

Service Code

Service_1

Business Catalogue

Decription

Business processes

Business criticality

Technical description

Cost allocation

Charge unit

Service Level Manager

Service Owner

Availability

Maintenance window

Workload

Service reports

Services to support

3rd parties

Related service from 3rd party

How to use this document
Enter service in a new worksheet. NOTE: worksheet name and service code must be the same to ensure that Business/Technical Service Catalogue is filled with data. If the service does not belong to Business Service Catalogue, enter data only in Technical Service Catalogue and choose "Business Catalogue"=NO.
Cells where more than one parameter should be entered -> enter parameters one by one and separate them by ";"
This sheet contains sample data. Enter your own.
While entering a new service, in Technical/Business Service Catalogue worksheet -> select last service (complete row) and drag into next row. Formulas will be copied and new service will be entered.

Don't delete this worksheet!	Content below this point is used in other worksheets as input in various fields. Adapt it to your own requirements.

Business Processes Category	Service Type	Service List		Business Criticality		Name	Location	Phone	e-mail	Suppliers		Cost allocation	Billing
Sales	Customer-Facing Service	Printing Service	Application	High		Last name, Name 1	Location 1	123456	email.user1@users_domain.com	Supplier1 name	Contact 1 name Contact 1 email	user	Monthly
	Supporting Service	E-mail		Medium		Last name, Name 2	Location 1	123457	email.user2@users_domain.com	Supplier2 name	Contact 2 name Contact 2 email	throughput	Quarterly
				Low		Last name, Name 3	Location 1	123458	email.user3@users_domain.com	Supplier2 name	Contact 3 name Contact 3 email	space used	Once a year
						Last name, Name 4	Location 1	123459	email.user4@users_domain.com	Supplier3 name	Contact 3 name Contact 4 email	mail box	No billing
Finance		Service Desk	Professional			Last name, Name 5	Location 1	123460	email.user5@users_domain.com	Supplier4 name	Contact 4 name Contact 5 email	printed out	Cost allocation
Marketing		ERP	Mobility			Last name, Name 6	Location 1	123461	email.user6@users_domain.com	Supplier4 name	Contact 5 name Contact 6 email	ticket	Cost Plus
						Last name, Name 7	Location 1	123462	email.user7@users_domain.com			transaction	Instant
						Last name, Name 8	Location 1	123463	email.user8@users_domain.com				
						Last name, Name 9	Location 2	123464	email.user9@users_domain.com				
		VPN				Last name, Name 10	Location 2	123465	email.user10@users_domain.com				