[organization logo]

[organization name]

SERVICE CHARTER

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Comment [BV1]: All fields in this document marked by square brackets [ ] must be filled in.

Comment [BV2]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

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Change history

Date	Version	Created by	Description of change
xx/xx/2013	0.1	Branimir Valentic	Basic document template

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1. Background

[Describe background, i.e. purpose for service introduction or change in existing service. This could be customer requirement, developing a service as a response to market requirements or keeping a competitive position in the market. Enter all details available.

Describe any regulatory or standard requirements which need to be taken into account while developing new or changed service.]

2. Service description

[Describe here the service that is being chartered – service description, scope. Enter as much detail as possible. This includes both new as well as changed services.

Include the following:

- Service objectives
- Service performance and/or constraints removed
- Availability requirements
- Capacity requirements
- Security requirements
- Service continuity requirements]

3. Responsibilities

[Define responsibilities for the whole lifecycle. This also includes project sponsor, project owner, project manager, sign-off responsible…etc.

e.g. form of the list:

	Role	Role description	Name
1			
2			

Such an approach is good for projects which have short and medium (e.g. a year) durations. For projects with longer terms, a separate responsibility list should be created due to the fact that persons behind certain roles could change.

Define those responsible to define and delegate roles.]

4. Project

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[Describe project, or any other methodology, that will be used to deploy service. Include scope and objectives of the project. Mandatory part includes deliverables description distributed through project phases – see next section.

Project control and tracking are other important parameters. This includes methodology and responsibilities for exception handling.]

5. Lifecycle

[This section is used to define stages of the project until service is deployed into live environment, including early live support phase. Lifecycle stages of the service are used to define respective milestones. Responsible managers are also defined.

e.g.

	Stage	Milestone	Responsible	Deliverables
1	Definition of the service	[date]		
2	Requirements definition	[date]		
3	Service chartered	[date]		
4	Service designed	[date]		
5	Service tested	[date]		
6	Service deployed	[date]		

]

6. Resources

[List all resources needed for the service. This encompasses internal as well as external resources. Document belonging costs.]

7. Risk management

[Define responsibilities and methodology for risk management.]

8. Glossary

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[This includes technical glossary as well as abbreviations used to describe the service. In this way, common language inside the project is in place.]

[job title]

[name]

_____

[signature]

Comment [BV3]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.

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