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IT Service Management

ITSM - SOA

Version 6.0

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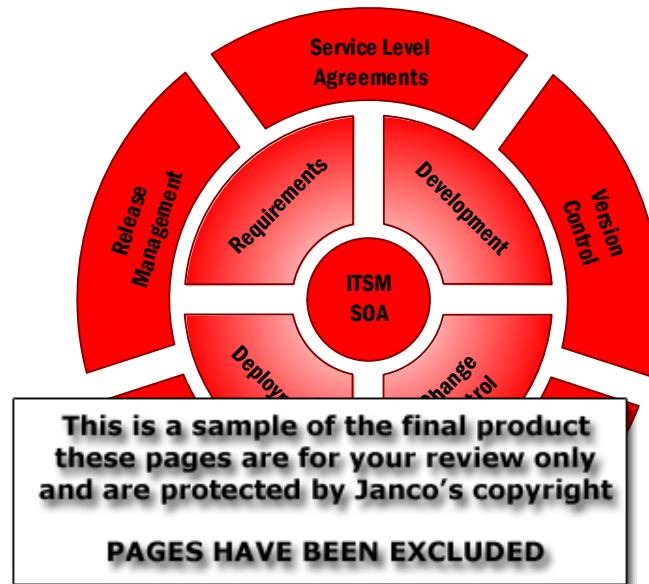


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IT Service Management and Service-Oriented Architecture



Definition

IT service management (ITSM) is a discipline for managing information technology (IT) systems, philosophically centered on the customer's perspective of IT's contribution to the business. ITSM stands in deliberate contrast to technology-centered approaches to IT management and business interaction.

Service-Orient Architecture (SOA) is an Information Technology and system architecture design approach built around computer services and components that are reused and recombined easily using a standard interface.

In an SOA, software and application components advertise themselves on a network offering a service to other software and components. A customer service system could provide a look-up that a credit application and financial management system could use. That is in contrast with a traditional approach where each of the

on the subjects addressed in within BS15000. For more information about British Standards, visit the [BSI website](#).



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ITIL 3.0 is structured into the following components:

- + Service Strategies
- + Service Design
- + Service Transition
- + Service Operation
- + Continual Service Improvement

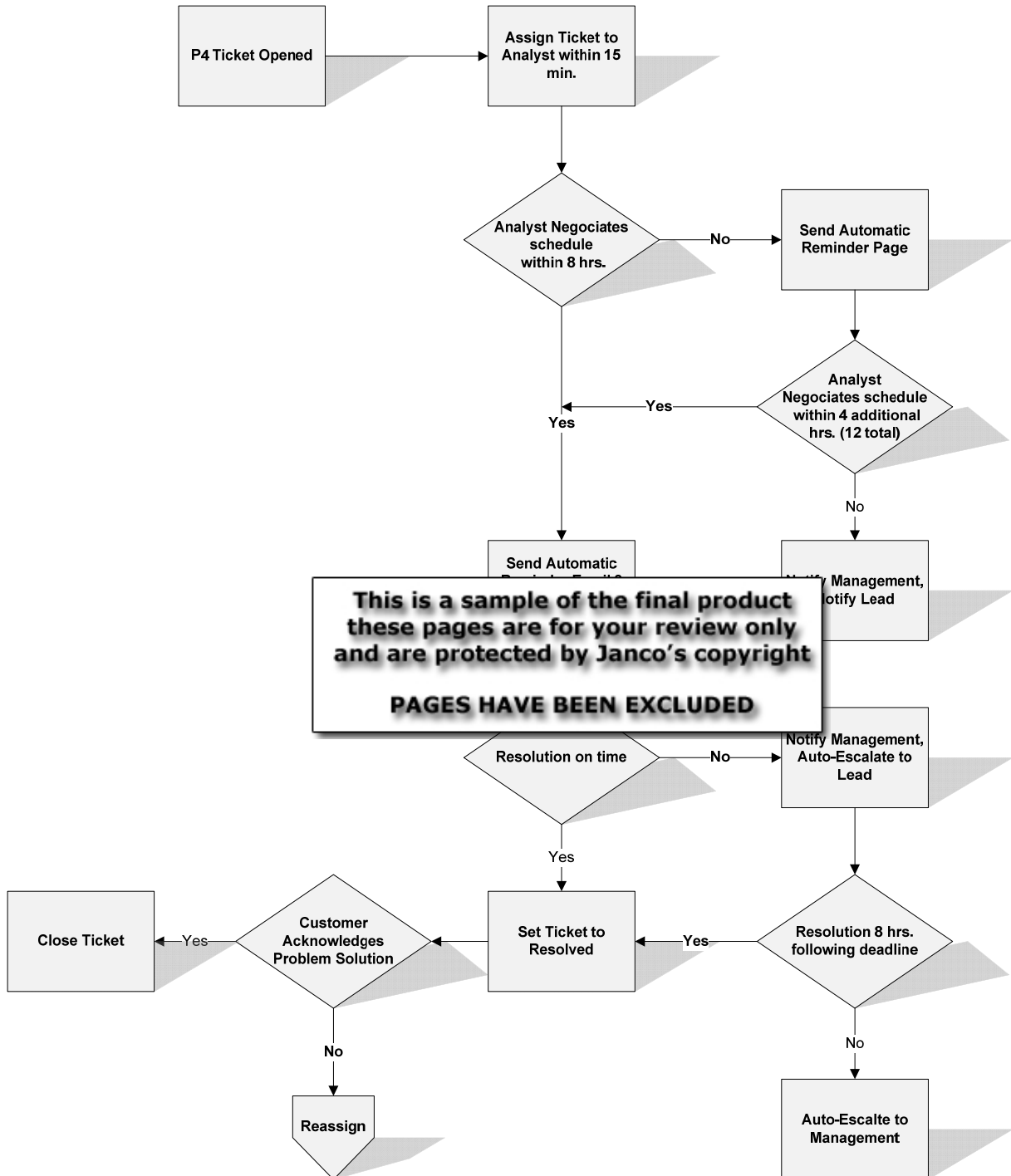
This template is in compliance with the ITIL v3.0 standard and has a service focus. The processes that are addressed in that standard are:

- + Access Management
- + Availability Management
- + Capacity Management
- + Evaluation
- + Event Management
- + Financial Management (aka Service Economics)
- + Information Security Management

Service Request - Help Desk Priority Matrix & Process Flow Charts

Priority	Service Request - Help Desk Priority Matrix			
	P1	P2	P3	P4
Description	Multiple Users / No Workaround	Multiple Users Work around Available; Single User / No Workaround; VIP	Single User / Workaround	Scheduled Requests
Acknowledgement	10 min.	30 min.	1 hr.	8 hrs.
Resolution	ASAP	4 hrs.	8 hrs.	per agreement
Assignment	15 min. Help Desk, assign to SWAT	15 min. Help Desk, assign to lead or analyst	15 min. Help Desk, assign to analyst	Help Desk
Missed Acknowledgement	Notify management with Hourly updates until acknowledgement received	Reminder Page	Reminder Page	Reminder Page
50% to Resolution Time	N/A	<p>This is a sample of the final product these pages are for your review only and are protected by Janco's copyright</p> <p>PAGES HAVE BEEN EXCLUDED</p>		Notify management; Notify Lead; Metrics Report
Proactive Notification	Hourly Update Help Desk Coordinator			
Missed Resolution	N/A	Auto-escalate to next support level; Metrics Report	Auto-escalate to Lead Metrics Report	Notify Management Metrics Report
Escalation Level	N/A	Escalate to SWAT or next level of management after missed resolution; 150% of Resolution time (6 hours); Metrics Report	Escalate to Lead after missed resolution; Escalate to Management after 150% of Resolution time (12 hours); Metrics Report	Metrics Report
Notification Level	Automatic or Manual Email to CIO within 30 minutes; Page IT Managers, IT Directors	Metrics Report	Metrics Report	Metrics Report

P4 Tickets



Content Included as Separate Attachments

The content for the items listed below is updated frequently. We have opted to include those items individually so they can be updated without having to update this extensive document with those revisions. The Items are:

- *Policies*

- *Blog and Personal Web Site Policy*
- *BYOD Policy*
- *Internet, e-Mail, Social Networking, Mobile Device, Electronic Communications, and Record Retention Policy*
- *Sensitive Information Policy*
- *Travel, Electronic Meeting, and Off-Site Meeting Policy*

- *Electronic Forms and Questionnaires*

- *Business and IT Impact Analysis Questionnaire*
- *Blog Policy Compliance Agreement - Electronic Form*
- *BYOD Access and Use Agreement - Electronic Form*
- *Email - Employee Acknowledgment - Electronic Form*
- *Internet Access Request - Electronic Form*
- *Internet & Electronic Communication - Employee Acknowledgment - Electronic Form*
- *Internet Use Approval - Electronic Form*
- *Sensitive Information Policy Compliance Agreement - Electronic Form*

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What's New

Version 6.0

- ✚ Major rewrite of change control and version control as part of ITSM and SOA
- ✚ Updated all of the electronic forms
- ✚ Added materials for BYOD and mobile computing
- ✚ Updated to offering to include frequently update items as electronic form
- ✚ Updated to meet all of the current compliance requirements

Version 5.0

- ✚ Added BYOD support
- ✚ Re-formatted utilizing CSS style sheet
- ✚ Added Electronic Forms
- ✚ Blog Compliance Agreement
- ✚ BYOD Access and Use Agreement
- ✚ Email employee Agreement
- ✚ Internet Access Request
- ✚ Internet and Electronic Communications
- ✚ Internet Use Approval
- ✚ Sensitive Information Policy Compliance Agreement

Version 4.1

- ✚ Added section on Best Practices for the Help Desk
- ✚ Updated formatting
- ✚ Corrected minor errata

Version 4.0

- + Updated Format to comply with CSS
- + Updated Business and IT Impact Questionnaire
- + Updated to meet mandated requirements

Version 3.4

- + Update Blog and Personal Web Site Policy
 - Updated to meet Sarbanes-Oxley requirements
 - Updated Blog and Personal Web Site Compliance Agreement
 - Added section on Rights to Content
- + Added Best Practices Section

Version 3.3

- + Added section on Service Management Standards including ITIL and ISO 20000
- + Updated process flow charts

Version 3.2

- + Updated section on e-mail, Internet and Electronic Communications
- + Updated Blog Policy Acknowledgement Form
- + New Forms
 - Internet Usage Policy – Employee Acknowledgement (short form)
 - E-Mail Usage Policy – Employee Acknowledgement (short form)

Version 3.1

- + Corrections to errata
- + Defined Service-Oriented Architecture
- + Added Service Level Agreement Policy Template (application)

Version 3.0

- ✚ Sensitive Information Policy
- ✚ Sensitive Information Compliance Agreement

Version 2.2

- ✚ Blog and Personal Web Site Policy
- ✚ Blog Policy Compliance Agreement

Version 2.1

- ✚ Internet, E-Mail and Electronic Communication Policy – Added
- ✚ Travel and Off-Site Meeting Security – Added
- ✚ Forms – Check boxes automated for double clicks