ICT Strategy 2010 – 2015   **Appendix D Service catalogue**

This catalogue defines the services currently provided by the ICT team. It has been developed taking into account the most frequent service requests and outlines the processes and procedures in place to fulfil these requirements. This catalogue will be reviewed and updated taking into account new services as they are introduced.

CBH have an additional SLA agreement with the ICT team and this is monitored jointly by ICT and CBH ICT.

The ICT team provide the following core business activity on a day to day basis

- Operate a support centre for the channelling and resolution of all ICT related inquiries
- Distribute security and software patches to the desktop
- Desktop configuration which includes building of new pc and any replacements
- Purchase ICT equipment and software including mobile telephones
- Administration of all telephony related charges
- Provide desktop support
- Ensure all software in use with the council is appropriately licensed
- Perform data backups ensuring the security of the councils information assets
- Business continuity
- Monitor and maintain the technical infrastructure (including internet access, network, servers etc.)
- Email configuration, delivery and support
- Maintain system security (including firewall configuration)
- Manage and support the telephony systems (hardware and software)
- Maintain, support and provide technical skills for the installation of business applications
- Programme and Project Management
- Providing technical advise to Business systems procurement
- Business Analysis including Process Change using systems thinking techniques
- Geographical Information Systems
- Development and Maintenance of Web-based applications
- Technology Consultancy

This table defines the process and targets for frequent service requests. Where there is an agreed process further details can be found under the ICT pages of the intranet.

Service request	Description	Agreed process	Dependencies	Timescale
New user	Adding new user with correct access permissions with all relevant software	Submit correctly completed network application via email form	Receipt of correctly completed form	5 working days
Password resets	Enabling user account after lock out	Contact ICT support	None	Immediate during agreed operating hours
Moves and changes	Relocating hardware (pc and telephone) after an office move	Contact property services	Property services	10 working days after request received from property services
Purchase of new desktop hardware and software	Purchase of new hardware or software that will be connected to or installed on CBC's infrastructure	Contact ICT support	Receipt of correctly completed requisition form	10 working days following receipt of order
Installation of new desktop hardware and software	Installation of new hardware or software that will be connected to or installed on CBC's infrastructure	Contact ICT Support	Delivery of hardware or software and agreed installation date with customer.	5 working days
Install existing desktop software	Adding software already owned by CBC on council owned equipment	Contact ICT support	Sufficient licences are in place	5 working days
Ordering of MFD consumables	Providing consumables for the council's printer estate	Contact ICT support	Correct information is supplied to support centre	3 – 7 working days dependant on exact requirement

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Service request	Description	Agreed process	Dependencies	Timescale
Access to shared information held on corporate drives	Providing customers with access to relevant information	Contact ICT support	Correct authorisation received by support centre	1 working day
Recovery of deleted or lost files	Restore information that has been deleted in error	Contact ICT support	Correct details regarding information is received by support centre	1 working day provided