Service Catalogue Information

Partner/Client Services

Service: *<Name of Service>*

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ARTEFACT APPROVALS

Executive Sponsors: The signing authorities below concur with the content specified within this document.

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DOCUMENT HISTORY

Document History

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The table below provides the information required for a partner/client-facing service listing for inclusion in the Service Catalogue.

Element	Description
Name of Service	*Provide the SSC official name of the Service. For example: Video Conferencing.* Service name: *[name]*
Description of Service	*Provide a brief description of the service in partner/client terms. Also include a brief list (maximum 3) of key benefits for the service.* Description: *[description]* This service provides the following key benefits: • *[benefit 1]* • *[benefit 2]* • *[benefit 3]*
Service is Available to	*Identify who is entitled to have access to the service based on various criteria, including:* • *Are only certain partners/clients allowed to access the service?* • *Only certain geographical regions – applicable to all or just specific partners/clients?* • *Only certain portions (branch) or levels (i.e.: ex only) of the partner/client organization – applicable to all or just specific partners/clients?* • *Only certain levels of the partner/client organization – applicable to all or just specific partners/clients?* • *Any other exceptions/exclusions – applicable to all or just specific partners/clients?* *Example:* • *Only SSC employees* • *Only provided to CRA in the Atlantic region* Partner: *All current partners, or [inclusion list], or [exclusion list],* Client : *None, or [inclusion list]* Geographic restrictions: *None, or [details]* Organizational restrictions: *None, or [details]*

Element	Description
	Other restrictions: *None, or [details]*

Features	*Describe the unique features which are bundled with the default (capabilities everyone receives) offering of the service. Any feature restriction, limitation, or mutual exclusion between features should be stated, such as;*
	
	• *Feature only works in specific geographic area(s)*
	• *Feature limited to specific networks*
	• *Feature has mutually exclusive options*
	
	Example:
	
	• *Calendaring in Email*
	• *data backup and recovery*
	• *2GB storage*
	• *Maximum of 25 participants per video conference session*
	• *can place "inter-departmental" VC calls*
	• *Application hosting: either "managed OS" or "whole stack provided to you"*
	
	This service, with the default offering, provides the following features:
	
	• *[feature 1 – brief description]*
	    o *[restriction/limitation]*
	• *[feature n – brief description]*
	    o *[restriction/limitation]*

Optional Features	*Describe other features available but NOT included with the default (capabilities everyone receives) offering of the service.* *As well as individual optional features that are available, describe any available packaging/grouping of optional features, including any package restrictions, limitations, or relation to other packages.* *Per optional feature (whether individual or in a package), any restriction, limitation, or relation to default feature offering should be stated, such as;* • *Feature only works in specific geographic area(s)* • *Feature limited to specific networks* • *Feature has mutually exclusive options* • *Feature replaces standard feature* • *Feature enhances standard feature*

Element	Description
	Example: • *Call display on a telecom service* • *Special Events in VC* • *Remote access to your desktop* This service has the following optional features, available individually: • *[feature 1 – brief description]* o *[restriction/limitation]* • *[feature n – brief description]* o *[restriction/limitation]* Optional features are available in the following packages/bundles: • *[package 1 – brief description]* o *[package restriction/limitation]* o Features in package: ▪ *[feature 1 – brief description]* • *[feature restriction/limitation]* ▪ *[feature n – brief description]* • *[feature restriction/limitation]* • *[package n – brief description]* o *[package restriction/limitation]* o Features in package: ▪ *[feature 1 – brief description]* • *[feature restriction/limitation]* ▪ *[feature n – brief description]* • *[feature restriction/limitation]*

Element	Description

Feature Exclusions	*Describe any features which are NOT included with the service offering as standard or optional, which would be otherwise expected by the partner/client. This information helps manage gaps between partner/client expectations and SSC service offerings.*
	
	If a feature is planned for a future release, this information could be added. However, any inclusion of future availability dates (general or specific) should carefully consider the management of partner/client expectations and SSC service release plans.
	
	Example:
	
	• *Documents above Protected B will not be allowed to be transferred on the standard GoC network*
	• *Existing VC devices on the desktop (i.e. Cameras) will not function as part of the current service offering*
	• *The Development Environment service does not offer features for applications that*
	    o *are Internet and public-facing*
	    o *need high availability*
	    o *have external dependencies on:*
	        1. *directory services for account authorization, email groups, or application security*
	        2. *data or services residing outside the data centre*
	        3. *inter-data-centre network bridging*
	
	The following features are NOT available with this service:
	
	• *[feature 1 – brief description]*
	    o *[optional – future plans]*
	• *[feature n – brief description]*
	    o *[optional – future plans]*

Requirements and Prerequisites	*From a partner/client perspective, provide details on any specific requirements or prerequisites needed to be able to use the service. This could include items such as:*
	
	• *Technical, for example;*
	    o *Windows 7 or higher desktop operating system*
	    o *Webcam must support H.323*
	• *Related service required, for example*
	    o *Remote Access (VPN) service requires myKEY service*
	
	The following are prerequisites to be able to use this service:
	
	• *[prerequisite 1 – description]*
	    o *[details of what is required]*

Element	Description
	• *[prerequisite n – description]* o *[details of what is required]*
Hours of Operation	*Indicate the agreed time period when a particular service should be available.* • *Every day of the year (i.e. 365 days/year)?* • *On Statutory Holidays?* • *Regular scheduled maintenance exclusions* • *Are there any specific constraints on availability by feature?* *Example:* • *Seven days a week x 24 hours a day x 365 days a year except for regular scheduled maintenance every Sunday from 6am to 8am* • *The "Special Event" feature of VC is only available between the hours of 6am and 9pm local time.* The following are the hours of operation this service is available: • *[days/hours]* o *[exceptions]*
Outage Notification	*For any planned services outages during defined Hours of Operation, beyond regular scheduled maintenance already included in Hours of Operation, identify how partners/clients will be informed of the outage details (when, expected duration, impact to partners/clients).* *Notification methods could be:* • *Via Extranet web portal* • *Via email to designated SSC and/or partner/client resources* *The notification method used should consider:* • *Timeliness of informing affected partners/clients to lessen impact* • *Severity of impact to partner/client caused by service outage* *For example, a general message on Extranet portal for service stating:* *"For maintenance purposes, you will receive a notice in advance by email, indicating dates and specific maintenance details."*

Element	Description
	For outage notification: • *[method of notification]* o *[specific resources to be notified]*

User Documentation	*Identify what user documentation for the service is available to the partner/client.*
	
	Identify how the partner/client obtains it.
	
	Example 1:
	
	• *Video Conference – reference guide*
	    o *Electronic document available for download from the Extranet portal*
	
	The following user documents are available with this service:
	
	• *[user document 1 – brief description]*
	    o *[format, where/how provided to partner/client]*
	• *[user document n – brief description]*
	    o *[format, where/how provided to partner/client]*

Training	*Identify what training for the service is available to the partner/client. For each training offering, identify:*
	
	• *Training description*
	• *Intended audience*
	• *Training delivery mechanism, such as classroom, CBT (computer based training), webinar, self-paced*
	• *How to obtain training materials*
	• *How to enroll in training class/session*
	
	Example:
	
	• *Free self-paced training on "how to use Video Conferencing" is available at the following web page; https://ssc-scp.gc.ca/training*
	
	The following training is available with this service:
	
	• *[training 1 – description, target audience]*
	    o *[format, how to obtain/enroll]*
	• *[training n – description, target audience]*
	    o *[format, how to obtain/enroll]*

Element	Description
More Information	*Identify the method(s) used to obtain further information about the service.* • *Who should the partner/client contact?* • *How does the partner/client contact them – phone, email? Include appropriate contact coordinates and titles.* For further information about this service: • *[who to contact, how to contact them]*
Request the Service	*Identify how the partner client requests the service or specific service offering.* • *How does the partner/client request the service?* ○ *via a portal on the web, email, phone* • *Do they need previous authorization (within their partner/client organization)? If so, describe the process and any related SSC interactions with the partner/client.* • *What information must the partner/client provide to request the service?* • *How long it should take to complete the request – provide the service to the partner/client?* *Example:* • *To obtain a My Virtual Meeting Room account, you must complete and submit the online VC account request form, where the form would look like:* **All Sections to be completed** |	
Partner Department	
User Name	
User Email	
User Business Phone	
User Work Address	
Region	
Cubicle	
Street Address	
City	
Province	
Postal Code	
To be completed by VC staff	
VMR number	
PIN Number	| RESET SUBMIT The following is required to request this service:

Element	Description

	• *[request method – description]*
	    ○ *[details]*
	• *[authorization requirements]*
	• Information elements to be provided with request include:
	    ○ *[element 1]*
	    ○ *[element 2]*
	    ○ *[element n]*
	
	Standard fulfilment timeframe for this service is:
	
	• *[standard fulfilment timeframe]*

Support	*Identify how the partner/client can receive help in the event that they have issues with the service.* • *When is support available – days, hours? Any exceptions?* • *Who does the partner/client contact for support?* • *How does the partner/client request support - via email, phone, web?* • *What is the expected initial response time to the partner/client?* *Example:* • *Support is available Monday to Friday, 9 am to 5 pm EST, excluding statutory holidays* • *For support contact: 1-xxx-xxx-xxxx* Support is available: • *[days/hours]* ○ *[exclusions]* For support: • *[method, applicable details]* • *[expected initial response time]*

The following elements are for **INTERNAL USE ONLY**. These details are restricted to SSC employees who may require an overview of how the service is supported.

Element	Description
Monitoring	Service monitoring describes what is monitored to ensure the service's availability. *The description should include scope, thresholds, when a service is considered unavailable and what the notification action(s) are when the service is unavailable.* *Example:* *Scope* *Three web pages, Index.html, Aboutus-en.html and Contact-fr.asp, are tested every 5 minutes between 08:00 ET and 17:30 ET to determine whether the page is available. Those pages are tested every 15 minutes throughout the rest of the day.* *Thresholds* *The web pages are deemed available if the test returns a response of .3 miliseconds or less.* *Non-availability* *A web page is deemed unavailable if it fails three consecutive tests OR if it fails more than 30% of tests in a one hour period.* *In the event of a failure, an email is automatically generated and sent to Operations/server administrators who are responsible for the service at that time. The email contains the test that failed and which thresholds have been exceeded.*
Analytics	*To determine usage of a service, provide a description of the scope of analytics. Information included should identify what metrics are used, whether reports are automatically generated and the frequency of those reports as well as the audience for those report(s).* *Example:* *Analytics for <service name> have been tracked since the inception of the service. Analytics can be obtained from this URL.* *Ad hoc and canned analytics reports are available to the following roles: Service Lead, Operations Lead and their respective teams. Reports are prepared by these roles for distribution to other audiences as noted in the table below.* *Metrics used:* *Year-over-year demand, total users, total app downloads, most frequent search terms, unique user IDs, page views, unique views, referring URLs, screen size, returning visitors, page depth,*

Element	Description
	preferred language and operating system/version.

Report Name	*Metrics*	*Auto generated?*	*Audience*	*Frequency*
Executive	*Year-over-year demand delta, total users*	*Y*	*Senior ADM*	*Semi-annual*
Mobile Use	*Total App Downloads, Most frequent search terms*	*Y*	*Director General, Service Lead*	*Monthly*
Page detail	*User IDs, page views, unique views, referring URL*	*Y*	*Technical resources*	*Weekly*
On-demand	*all*	*N*	*Technical and business leads*	*On-demand*

Element	Description
Interfaces	A "critical service" is one that is required to operate so that the service being described in this document is able to function. That is, without the critical service, the service described here *will not function at all* (as opposed to some of the service's features not being able to work). Critical service → this service **Dependency** **Dependent** *To fully understand the relationship between this and other services, list the critical services that support this service under 'critical supporting technical services.'* *Similarly, list the services that consider this entry as a critical service.*

Element	Description
	Critical supporting technical service(s): This service is considered a 'critical service' to the following services (if any): --- *Example (for GC Drive):* *Critical supporting technical service(s):* *Directory* *Security Monitoring Service* *Local Connectivity* *This service is a critical supports to the following services (if any):* *none*
Contacts	Identify the titles, phone number(s) and email address(es) of the service owner. *For long term accuracy, do not use the email address and phone number for a specific individual. If no generic email or phone number exists, the fields should remain empty.* Service Owner: Operations Coordinator: After hours policy: --- *Example:* *Service Owner:* *Director General, Enterprise Telecom & Networks* *SupportForThisService@ssc-spc.gc.ca* *(800) 555.1212* *Operations Lead:* *Director General, ITSM/Security* *ServiceName-OpsSupport@ssc-spc.gc.ca* *After hours policy:*

Element	Description
	24-hour 7x365 on-call support is available. Support is limited to system outages during statutory holidays and weekends. End user technical support will be captured during this time, but addressed the following business day.
Third Party	Describe the relationships between this service and any third parties. Relationships could include underpinning contracts and location of those documents, COTS software or custom development warranties. *Links can be provided to relevant documents.* *Example:* *The complete software solution was custom developed by ABC Integrators. The warranty for the custom development is valid until December 2017. For full details of the warranty, it is available in the document repository.*
Business Importance	*Business important gives insight into how important this service is to the organization. This information is used to support the Operations, Incident Management process. The service should be deemed:* *Critical* *Important* *Supportive* <Service name> is deemed to be a(n) [**critical** | **important** | **supportive**] service.