

ADD A NEW SERVICE—itservices.gmu.edu

>> Please e-mail completed form to: kseward@gmu.edu

NOTE: FIELD NAMES THAT ARE BOLDED, SHADED BLUE, AND WITH AN * ARE REQUIRED

Date Submitted:	
Submitted By:	

CMS Field Names	CONTENT TO BE DISPLAYED IN IT SERVICES CATALOG	Internal Notes/Field Content
*SERVICE NAME:		What is the service known as by customers? The service name is the name that will appear in the Service Catalog and should facilitate easy and quick browsing for your customers.
Alias service name(s):		Additional names under which you'd like this service to be listed

Service Summary		
*DESCRIPTION:		Describe what this service provides in such a way your customer can understand at a high level what this service provides (without using technical language).
*CUSTOMER TYPE:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty & Staff <input type="checkbox"/> ITU Only <input type="checkbox"/> Alumni	For whom is this service? Please select one or more of the customer types.
Customer responsibilities:		Describe anything that is the customer's responsibility.
Features and functions:		Highlight the special features and functions of the service, including user documentation.
Limitations:		Describe any limitations to the service.
Policy:		List any policies that are associated with using this service. (All users of the George Mason University network must adhere to University Policy Number 1301: Responsible Use of Computing.)

How to Get this Service		
*INSTRUCTIONS FOR HOW TO GET THIS SERVICE:		Explain how to get access to this service.
Form(s) required to request or to get authorization for this service:		If a form (or forms) necessary to request or to get authorization for this service, include an explanation and a link to the form(s) here.
*RADIO BUTTONS ON CMS TEMPLATE	Include default text for availability? <input type="checkbox"/> Yes <input type="checkbox"/> No	The default text (if yes is selected) is: <i>"There is no charge for this service."</i>
Pricing/charges:		If there are charges for this service—or situations in which there are charges in certain circumstances—please describe.

Availability		
*RADIO BUTTONS ON CMS TEMPLATE	Include default text for availability? <input type="checkbox"/> Yes <input type="checkbox"/> No	The default text (if yes is selected) is: <i>"This service is available 24/7, excluding planned outages, normal maintenance windows, and unavoidable events. Maintenance windows are Sundays from 7 to 10 a.m. but may be extended to 2 p.m., if needed. If maintenance is required outside of these hours, it will be announced on the Planned Outages web page."</i>
Availability:		Explain when the service is available, including any scheduled maintenance, if the default text doesn't apply to this service

Getting Help		
RADIO BUTTONS ON CMS TEMPLATE	Include default text for getting help? <input type="checkbox"/> Yes <input type="checkbox"/> No	The default text (if yes is selected) is: <i>“Assistance for all IT Services is available through the ITU Support Center. Phone: (703) 993-8870 Fax: (703) 993-3347 E-mail: support@gmu.edu Live Chat: Chat Online: Make a request Hours of Operation: Monday thru Friday, 8 a.m. – 7 p.m. Walk-in Support on the Fairfax Campus: Innovation Hall, Room 233, available Monday thru Friday, 8:30 a.m. – 5 p.m. *Closed Thursdays 3 - 4 p.m. for team meetings”</i>
Getting Help:		Include any instructions for Getting Help beyond contacting the ITU Support Center.
Training:		Describe how the customer can get training on the service; include any user instructions and training manuals.

Additional Information		
Additional services provided:		Describe any additional services associated with this service. Include phone numbers or specific login web pages needed to access the service.
Service level targets:		Describe any service level targets, include delivery expectation/time frame.
URL(s) to access, to login, or for more information regarding this service:		Include links to web pages where customers can get additional info. Will appear on the IT Services page under Related Links .

Categories, Internal Content, & Approval

<p>*CATEGORIES</p>	<ul style="list-style-type: none"> <input type="checkbox"/>Accounts & Access <input type="checkbox"/>Business Applications <input type="checkbox"/>Computers & Software <input type="checkbox"/>Computers & Software – Computer Labs <input type="checkbox"/>E-mail & Calendar <input type="checkbox"/>Help & Support ** <ul style="list-style-type: none"> <input type="checkbox"/>Help & Support - Business Applications <input type="checkbox"/>Help & Support - Database Support <input type="checkbox"/>Help & Support - New Construction <input type="checkbox"/>IT Security <input type="checkbox"/>Learning** <ul style="list-style-type: none"> <input type="checkbox"/>Learning - Classroom Support <input type="checkbox"/>Learning - Computer Labs <input type="checkbox"/>Learning - Course Tools <input type="checkbox"/>Learning - Learning Tools & Spaces <input type="checkbox"/>Learning - Media <input type="checkbox"/>Learning - Technology Training & Certification <input type="checkbox"/>Network & Telecommunications** <ul style="list-style-type: none"> <input type="checkbox"/>Network & Telecommunications - Public Internet <input type="checkbox"/>Network & Telecommunications - Telecommunications <input type="checkbox"/>Research <input type="checkbox"/>Teaching** <ul style="list-style-type: none"> <input type="checkbox"/>Teaching - Classroom Support <input type="checkbox"/>Teaching - Computer Labs <input type="checkbox"/>Teaching - Course Tools <input type="checkbox"/>Teaching - Learning Tools & Spaces <input type="checkbox"/>Teaching - Media <input type="checkbox"/>Teaching - Teaching Tools & Spaces <input type="checkbox"/>Teaching - Technology Training & Certification <input type="checkbox"/>Web Services 	<p>Select one or more categories—or category/subcategory pair(s)—to which this service belongs.</p>
<p>*SERVICE OWNER</p>		<p>The team responsible for the service.</p>
<p>After hours support</p>		<p>Identify if there is support after hours; Identify how to get it</p>

Communication		Identify who can authorize alerts/announcements to go out related to this service
Continuity planning		Describe or identify the location of the continuity plan for the service
Documentation		Provide Network Diagrams, System Diagrams, System Server names or the location of the information
Operational support		<p>This is information that would be used by the Data Center in support of this service.</p> <ul style="list-style-type: none"> - What is the location of server? - Will the server or application need tape library? - Will the server or application need a manual backup process? <p>If yes, see a-d</p> <ol style="list-style-type: none"> a) Have scripts been developed and tested? b) When will backup process, day, time and frequency (daily, weekly or monthly)? c) What kind of tape media will be used, and has acquisition of tapes been arranged? d) Will tape go offsite, if so at what frequency and for how long? <ul style="list-style-type: none"> - Has the server or application been added to the groups support matrix? - Will the server or application be monitored by Sitescope?
SDE		List what categories should be used in SDE to make requests for this service.
Vendor management		Identify the vendor contact information, SLA, contract expiration, and any other information related to the vendor of the product.
Ready for review & approval?		Indicate the service is ready for the Quality Assurance Team to review.
First level approval		Indicate the Approver has approved it.
Final editor approval		Indicate the article has been posted to the site.