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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| **Version** | **Date** | **Author** | **Description of Change** |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| 1.1 |  |  |  |  |

# Introduction to Service Charter

IT Service Charter is a high-level document for any new or significantly modified services and its approach to develop a new/ modified service. This document will consolidate all the necessary information on the purpose, requirements of the new/ modified service, scope, resources needed, roles and responsibilities, service acceptance criteria, KPI’s and metrics, constraints, etc.

The Service Charter is one of those documents that will enable official and clear communication between Service Strategy and Service Design, what is expected to be delivered, when, why, who is supposed to do it, and within which budget.

# Purpose

Service charter documents the necessary information required by the service design manager to design the service for transition and operations. This document is created during the service strategy phase which will provide clear direction to design the service for the benefit of service design process owners and managers.

The intended audience of the <Service Charter A> is the Service Design Manager, Service Design Process owners and managers and Service Owners.

# Service Overview

<Title and brief description of the service>

# Service Charter

## Objectives

The objectives of the service is defined as follows:

* <Objective1 >
* <Objective 2>
* <Objective 3>

## Service level requirements

The following table presents the requirements of the service that has been gathered from the customer or leadership team.

| **Availability Req. #** | **Availability Requirement Description** |
| --- | --- |
|  |  |
|  |  |

| **Capacity Req. #** | **Capacity Requirement Description** |
| --- | --- |
|  |  |
|  |  |

| **IT Service continuity Req. #** | **IT Service Continuity Requirement Description** |
| --- | --- |
|  |  |
|  |  |

| **Information Security Req. #** | **Information Security Requirement Description** |
| --- | --- |
|  |  |
|  |  |

## Service acceptance criteria

Criteria that is set by the customer to ensure that the service is matching the functionality and usability (availability, capacity, security, etc.) requirements

The following table presents the requirements of the service that has been gathered from the customer or leadership team.

| **Availability Criteria #** |
| --- |
| 1. Continuous availability with zero downtime |
| 1. Planned maintenance hours/ month shouldn’t exceed more than 4 hours |

| **Capacity Criteria #** |
| --- |
| 1. Network bandwidth shouldn’t be less than <> bits/ second |
| 1. Throughput effective capacity should be <> Mbps |

| **Security Criteria #** |
| --- |
| 1. Users must have the right access privileges and entitlements |
| 1. Security incidents shouldn’t be more than <> in a month |

| **Continuity Criteria #** |
| --- |
| 1. Time to recover network services within <> hour of outage |
| 1. Time needed to restart critical systems at hot site within <> hours of outage |

## Technical resources needed (Hardware & Software) for Service A

|  |
| --- |
| **Service A** |
| **Hardware needed for Service A:** |
| 1. A |
| 1. B |
| 1. C |
| 1. D |
| 1. E |
| 1. F |
| **Software needed for Service A:** |
| 1. Operating systems 2. ABC 3. CDE |
| 1. Middleware |
| 1. Application software |
| 1. Utility software |

## Technical resources needed (Hardware & Software) for Service B

|  |
| --- |
| **Service B** |
| **Hardware needed for Service B:** |
| 1. A |
| 1. B |
| 1. C |
| 1. D |
| 1. E |
| 1. F |
| **Software needed for Service B:** |
| 1. Operating systems 2. ABC 3. CDE |
| 1. Middleware |
| 1. Application software |
| 1. Utility software |

## Roles & Responsibilities

<Insert the responsibilities of all the stakeholders like service manager, project manager, process managers, IT manager, etc.>

## High level project plan

<Insert the high level project plan>

## High level cost estimates

<Insert the high level cost estimates for each service>

## Metrics

<Insert the metrics defined for all services>

For example:

1. Availability %
2. Mean time to restore service
3. Number of major security incidents
4. Incidents due to capacity and performance issues

# Assumptions, Constraints & Risks

## Assumptions

This section defines the assumptions believed to be true and from which an inference was outlined to define this service charter.

1. [Description of the first assumption.]
2. [Description of the second assumption.]

## Constraints

This section identifies any constraints that must be taken into consideration prior to the design of the service.

1. [Description of the first constraint.]
2. [Description of the second constraint.]

## Risks

| **Risk** | **Mitigation** |
| --- | --- |
|  |  |
|  |  |

# Appendix

[Insert the detailed service level requirements, service level agreement, metrics, RACI, to support the document.]