# IT Service Catalog

**Purpose:** This document serves as a comprehensive catalog of IT services provided by the organization to internal departments or external clients. It helps stakeholders understand available services, expected response times, and contact points for assistance.

## General Information

**Prepared by:** {preparedBy}

**Date:** {date}

**Version:** {version}

## Service Overview

**Description:** {catalogDescription}

## Service Categories

{#serviceCategories}

* **{categoryName}:** {categoryDescription}

{/serviceCategories}

## Available Services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service Name** | **Description** | **Category** | **Availability** | **Response Time** | **Support Contact** |
| {#services}{serviceName} | {description} | {category} | {availability} | {responseTime} | {contact}{/services} |

## Support & SLA

**Working Hours:** {supportHours}

**Standard SLA:** {standardSLA}

{#hasEscalationPolicy}

### Escalation Policy

{escalationDetails}

{/hasEscalationPolicy}

{^hasEscalationPolicy}

*No escalation policy is currently defined.*

{/hasEscalationPolicy}

## Additional Notes

{additionalNotes}