

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 1 of 32

Prepared by: GGM Alvarez	Reviewed by: BO Co	Approved by: RB Vea
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I. PURPOSE

The Development Office for Information Technology (DO-IT) produced this Service Catalog for the following purposes:

1. To outline the various services that DO-IT offers
2. To explain in detail each service so that DO-IT’s clients can understand them better

II. SCOPE

This document applies to all services currently being provided by DO-IT

III. CATEGORIZATION OF SERVICES

The document is arranged into four sections to make it easier for the clients to browse for the type of service they need:

1. End-user Services

End-user services refer to the basic IT tools that end-users utilize in their everyday work. These also include restoration of a service in the event that it encounters a problem.

- User Accounts
- E-Mail
- File Services
- Computer Support
- Network Connectivity
- Application Deployment
- Telecommunications
- Backup and recovery

2. Development Services

Development services enhance your productivity by allowing you to automate certain business practices.

- Desktop application development
- Desktop application support
- Website development
- Website support and updates
- SharePoint site creation
- SharePoint site support and updates
- Reports Generation

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 2 of 32

3. Datacenter/Infrastructure Services

These are services of the department that are geared towards supporting MHSS's operation instead of being offered directly towards end-users.

- Server Administration
- Network Infrastructure
- Network Services
- Network Perimeter Security
- Domain Administration
- E-Mail Administration
- Datacenter Backup and Recovery
- Configuration Management
- Server Virtualization
- Cloud Services Administration
- Software Licensing Management
- Database Administration
- Web Server Administration
- Hardware and Software Inventory

4. Other Services

DO-IT services that do not fall under the above categories.

- ID Production
- Printing services
- IT equipment procurement
- IT equipment standard specifications

IV. SERVICE ELEMENTS

Each service is broken down into various elements as follows:

- **Description:** Brief description of the service
- **Lead Section:** DO-IT section in-charge of service
- **Service Availability:** Schedule when service can be availed
- **Service Contacts:** Contact information to avail service
- **Service Level Objectives:** Target completion time of service
- **Eligibility:** Who can avail service
- **Requirements:** What are the requirements to avail service
- **Product:** The output of the service
- **Options:** Add-ons to the service
- **Procedure:** How the service can be availed

V. END-USER SERVICES

User Accounts

Domain Account Creation

DESCRIPTION	Creation of domain accounts for logging on to computers and accessing certain IT resources such as e-mail	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Fridays 8:00AM - 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	<ul style="list-style-type: none"> Fulltime faculty and non-teaching personnel Part-time faculty Outsourced personnel or guests who need domain access must be requested by department head 	
REQUIREMENTS	Accomplished HRD New Personnel Advise Slip	
PRODUCT	Account credentials i.e. username and default password for the requestor	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	<ol style="list-style-type: none"> 1. Proceed to HRD office and accomplish New Personnel Advise Slip 2. Submit accomplished slip to IT helpdesk 	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Password Resetting

DESCRIPTION	Resetting of forgotten passwords for domain, Office365, and Moodle accounts	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Fridays 8:00AM - 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	All clients with domain, Office365, or Moodle accounts	
REQUIREMENTS	None	
PRODUCT	Reset password	

	SERVICE CATALOG	Effective Date:
		Rev. No.: ORIGINAL
		Page: 4 of 32

SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	1. Proceed to HRD office and accomplish New Personnel Advise Slip Submit accomplished slip to IT helpdesk	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Account Deactivation

DESCRIPTION	The domain user accounts of personnel who have retired, resigned or have otherwise, severed ties with MHSS are deactivated on the effective date of their separation with the company.	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Fridays 8:00AM - 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
SERVICE CONTACTS	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Personnel who have retired, resigned or have otherwise, severed ties with MHSS	
REQUIREMENTS	Account de-activation is part of an employee's clearance procedure which he/she will accomplish prior to his/her effective date of resignation/retirement. The Human Resources and Development Office (HRDO) may also request the de-activation of former employee's account through the sending of monthly updates of persons no longer connected with Mapúa.	
PRODUCT	The user account of involved personnel can no longer be used.	
SERVICE OPTIONS	Default Options	None
	Additional Options	Deactivation date is moved
PROCEDURES		
To avail of service	Proceed to DO-IT Office and present Clearance Form to the IT Helpdesk.	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 5 of 32

	For HRDO, e-mail request to IT Helpdesk.
To add/change options of this service	Only the department head can request the changing of the effective date of the de-activation
To discontinue / terminate this service?	N/A

Microsoft Office365 Account Creation

DESCRIPTION	Creation of user accounts for logging on to the Office365 cloud service.	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Fridays 8:00AM - 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any student, faculty, or non-teaching personnel	
REQUIREMENTS	Must be currently enrolled or employed by the MHSS	
PRODUCT	Office365 account credentials and access to its services	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Whiz Account Creation

DESCRIPTION	Creation of user accounts for logging on to the Whiz (Moodle) learning management system.	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Fridays 8:00AM - 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	TELEPHONE	
	562-9381	
	E-MAIL	
		support@malayanscience.edu.ph

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 6 of 32

SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any student or faculty	
REQUIREMENTS	Must be currently enrolled or employed by MHSS	
PRODUCT	Whiz account credentials and access to its services	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

E-Mail Services

Corporate E-mail Account

DESCRIPTION	Creation of a corporate e-mail account for a non-teaching personnel	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	<ul style="list-style-type: none"> • Fulltime faculty and non-teaching personnel • Part-time faculty • Outsourced personnel who need e-mail must be requested by department head 	
REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Corporate e-mail account	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	<ul style="list-style-type: none"> • For walk-ins: submit letter of request signed by department head • For e-mail: only e-mail requests from department head will be entertained 	
To add/change options of this service	N/A	
To discontinue / terminate this service?	<ul style="list-style-type: none"> • Part of Account Deactivation service when employee severs ties with MHSS 	

- | |
|---|
| <ul style="list-style-type: none"> Letter or e-mail request from department head |
|---|

Group E-mail Account

DESCRIPTION	Creation of a group e-mail account for use of a department	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Only department heads can make this request	
REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Group e-mail account	
SERVICE OPTIONS	Default Options	None
	Additional Options	Customized username
PROCEDURES		
To avail of service	Department head can either submit a letter of request or e-mail request to DO-IT helpdesk	
To add/change options of this service	Department head can also choose what username to use for the e-mail account	
To discontinue / terminate this service?	Letter or e-mail request to deactivate e-mail account from department head	

Increasing of mailbox size

DESCRIPTION	Increase of mailbox capacity	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Only department heads can make this request	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 8 of 32

REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Increased mailbox size	
SERVICE OPTIONS	Default Options	None
	Additional Options	Customized username
PROCEDURES		
To avail of service	Department head can either submit a letter of request or e-mail request to DO-IT helpdesk	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

File Services

Shared Folder Creation

DESCRIPTION	Creation of a shared folder in MHSS's file server	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Only department heads can make this request	
REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Shared Folder	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Department head can either submit a letter of request or e-mail request to DO-IT helpdesk	
To add/change options of this service	N/A	
To discontinue / terminate this service?	Letter or e-mail request to remove shared folder from department head	

Shared Folder Access Rights

DESCRIPTION	Granting a user access rights to a shared folder
LEAD SECTION	Systems Administration



SERVICE CATALOG

Effective Date:
Rev. No.: ORIGINAL
Page: 9 of 32

SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Only department heads can make this request	
REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Rights to Shared Folder	
SERVICE OPTIONS	Default Options	Read-only access
	Additional Options	Read-write access
PROCEDURES		
To avail of service	Department head can either submit a letter of request or e-mail request to DO-IT helpdesk	
To add/change options of this service	Request must state that user be given read-write access to share folder	
To discontinue / terminate this service?	Letter or e-mail request from department head to remove access rights of user	

Shared Folder Quota

DESCRIPTION	Increase or decrease of shared folder size limit	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Only department heads can make this request	
REQUIREMENTS	Request letter or e-mail from department head	
PRODUCT	Increased or decreased shared folder size	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 10 of 32

To avail of service	Department head can either submit a letter of request or e-mail request to DO-IT helpdesk
To add/change options of this service	N/A
To discontinue / terminate this service?	N/A

Computer Support Services

IT Helpdesk Services

DESCRIPTION	The helpdesk is the primary point of contact for DO-IT. All requests for DO-IT must first be routed to the helpdesk	
LEAD SECTION	Technical Support	
SERVICE AVAILABILITY	Mondays to Friday 7:30AM – 6:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
SERVICE CONTACTS	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	SLO varies depending on type of request	
ELIGIBILITY	Any student, faculty, or non-teaching personnel	
REQUIREMENTS	None	
PRODUCT	<ul style="list-style-type: none"> • Trouble Ticket • Request resolution 	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Computer Troubleshooting and Repair

DESCRIPTION	Restoring a computer to its working condition	
LEAD SECTION	Technical Support	
SERVICE AVAILABILITY	Mondays to Friday 7:30AM – 6:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 11 of 32

	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	<ul style="list-style-type: none"> If no hardware problems: resolution by 3 business day after initial report If subject to parts replacement: resolution subject to availability of parts. Procurement of parts may take 30-45 days. 	
ELIGIBILITY	Any faculty, or non-teaching personnel	
REQUIREMENTS	The computer must be a property	
PRODUCT	Computer in good working condition	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Antivirus Scanning

DESCRIPTION	Malware scanning for computers and removable hard drives	
LEAD SECTION	Technical Support	
SERVICE AVAILABILITY	Mondays to Friday 7:30AM – 6:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any student, faculty, or non-teaching personnel	
REQUIREMENTS	None	
PRODUCT	Malware detection and cleaning	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	

To add/change options of this service	N/A
To discontinue / terminate this service?	N/A

Network Connectivity

Internet Connection Service

DESCRIPTION	Provisioning of internet connectivity for educational or administrative purposes	
LEAD SECTION	Network Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any faculty or non-teaching personnel	
REQUIREMENTS	For non-teaching personnel, request must be made by department head	
PRODUCT	Internet connection	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	Contact DO-IT Helpdesk to make request	

Wi-Fi Connectivity

DESCRIPTION	Temporary provisioning of wireless internet connectivity for events in areas with no Wi-Fi coverage	
LEAD SECTION	Network Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 13 of 32

	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any school or department	
REQUIREMENTS	Request must be made by dean or department head	
PRODUCT	Wi-Fi connectivity	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Department head contacts DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	Department head contacts DO-IT Helpdesk to make request	

Backup and Recovery

Desktop Backup

DESCRIPTION	Backup of a user's desktop either for archiving purposes or as a pre-format task	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 7:30AM – 6:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any faculty or administrative personnel	
REQUIREMENTS	Requestor is responsible for the identification and organization of the files or folders to be backed-up	
PRODUCT	Backup of user's computer	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	<ol style="list-style-type: none"> 1. Organize files and folders. 2. Put all these in a single folder to facilitate request. 	

	<p>CAUTION: Ensure that everything needed to be backed-up is included. DO-IT will not be responsible for any files missing which are not included inside the folder.</p> <p>3. Contact DO-IT Helpdesk to make request</p> <p>4. Specify folder location</p>
To add/change options of this service	N/A
To discontinue / terminate this service?	N/A

E-Mail Recovery

DESCRIPTION	Recovery of a user's electronic mailbox	
LEAD SECTION	Systems Administration	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any faculty or administrative personnel	
REQUIREMENTS	None	
PRODUCT	Recovered e-mailbox	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	<ol style="list-style-type: none"> To facilitate request, be as accurate as possible regarding the date of the e-mail or mailbox to be recovered Contact DO-IT Helpdesk to make request 	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Optical Media Archiving

DESCRIPTION	Burning onto optical media of files or folders for the purpose of archiving
LEAD SECTION	Technical Support
SERVICE AVAILABILITY	Mondays to Friday 7:30AM – 6:00PM
SERVICE CONTACTS	WALK-INS

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 15 of 32

	Administration Office	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any faculty or administrative personnel	
REQUIREMENTS	<ul style="list-style-type: none"> Requestor must provide their own optical medium (CD or DVD) Only work-related content will be allowed 	
PRODUCT	Optical media containing the archived content	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	<ol style="list-style-type: none"> Organize the files to be burned in a folder to facilitate request Proceed to DO-IT with the optical medium to be used and the files to be burned 	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

VI. DEVELOPMENT SERVICES

Application Development

DESCRIPTION	Development of desktop or web-based application for a particular business process	
LEAD SECTION	Software Development	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Estimated project schedule to be decided after project scoping.	
ELIGIBILITY	Any school or department o	
REQUIREMENTS	Fully accomplished Software Development Request Form	
PRODUCT	Desktop and/or Web application	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 16 of 32

To discontinue / terminate this service?	N/A
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Application Support

DESCRIPTION	Debugging and revising of existing in-house developed application	
LEAD SECTION	Software Operations	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Resolution up to twenty-one (21) business days depending on level of complexity of revisions to an application.	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	Screenshot and detailed description of the problem or error message.	
PRODUCT	Working desktop application	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Website Development

DESCRIPTION	Development of corporate website, mini-site, or additional web pages	
LEAD SECTION	Website Development and Operations	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 17 of 32

	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution up to five (5) months depending on the number of web pages for the web site	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	Requestor will be asked to accomplish a questionnaire as part of requirements gathering	
PRODUCT	Website, mini-site or web page	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Website support and updates

DESCRIPTION	Posting of announcements or updates to website/web page content	
LEAD SECTION	Website Development and Operations	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution up to three (3) business day depending on type of update and if requirements have been met	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	None	
PRODUCT	Website updates	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 18 of 32

SharePoint Site Creation

DESCRIPTION	Creation of a SharePoint site for a school or department	
LEAD SECTION	Website Development and Operations	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution up to five (5) working days depending on the design of the site. If a workflow is required, resolution will be within two (2) weeks.	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	None	
PRODUCT	SharePoint site	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

SharePoint Site Support and Updates

DESCRIPTION	Modifications or updates to SharePoint site	
LEAD SECTION	Website Development and Operations	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by next business day after initial report	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	None	
PRODUCT	Updated SharePoint site	

SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Reports Generation

DESCRIPTION	Generation of ad hoc reports obtained from MHSS's database	
LEAD SECTION	Database Administration and Maintenance	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution up to two (2) business days depending on complexity of report	
ELIGIBILITY	Any school or department	
REQUIREMENTS	None	
PRODUCT	Generated report	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Record Updates

DESCRIPTION	Request for Database record update	
LEAD SECTION	Database Administration and Maintenance	
SERVICE AVAILABILITY	Mondays to Friday 8:00AM – 5:00PM	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 20 of 32

	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Resolution by the next business day after initial report	
ELIGIBILITY	Any school or department of MHSS	
REQUIREMENTS	None	
PRODUCT	Updated record(s)	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk to make request	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

VII. DATACENTER/INFRASTRUCTURE SERVICES

Server Administration

DESCRIPTION	Maintenance of MHSS's server infrastructure including hardware maintenance, configuration management, and troubleshooting	
LEAD SECTION	Systems Administration/Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	Fully functional server farm	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	

To discontinue / terminate this service?	N/A
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Network Infrastructure
Routing and Switching

DESCRIPTION	Design, configuration and maintenance of MHSS's network routers and switches	
LEAD SECTION	Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	Working and optimized routing and switching infrastructure	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Structured Cabling

DESCRIPTION	Design and coordination with contractor of MHSS's data and voice nodes which are used for computer network connectivity and telephone lines.	
LEAD SECTION	Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 22 of 32

SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	Data or voice node	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Network Services

IP Addressing Service

DESCRIPTION	Provisioning of public IP address and other Internet number resource and configuration and maintenance of Dynamic Host Configuration Protocol (DHCP) servers.	
LEAD SECTION	Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	IP address	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Domain Name System (DNS)

DESCRIPTION	Configuration and maintenance of MHSS's internal and public DNS servers
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SERVICE CATALOG

Effective Date:
Rev. No.: ORIGINAL
Page: 23 of 32

LEAD SECTION	Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	DNS entry	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Network Perimeter Security

Firewall Service

DESCRIPTION	Configuration and maintenance of MHSS's network firewall	
LEAD SECTION	Network Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	DNS entry	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	

To add/change options of this service	N/A
To discontinue / terminate this service?	N/A

Domain Administration

DESCRIPTION	Design, configuration, and maintenance of MHSS's domain controllers	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	DNS entry	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

E-Mail Administration

DESCRIPTION	Design, configuration, and maintenance of MHSS's electronic mail (e-mail) infrastructure	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 25 of 32

SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	DNS entry	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Datacenter Backup and Recovery

DESCRIPTION	Design, configuration, maintenance, and operation of MHSS's backup and recovery systems	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	DNS entry	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Configuration Management Anti-malware Service

DESCRIPTION	Design, configuration, and maintenance of MHSS's anti-malware systems
LEAD SECTION	Systems Administration



SERVICE CATALOG

Effective Date:
Rev. No.: ORIGINAL
Page: 26 of 32

SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
ELIGIBILITY	N/A	
REQUIREMENTS	N/A	
PRODUCT	Anti-virus and other anti-malware software	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Computer Laboratory Imaging

DESCRIPTION	Mass formatting and operating system configuration deployment of computer laboratory	
LEAD SECTION	Systems Administration/Technical Support	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Pre-enrolment activity	
REQUIREMENTS	None	
PRODUCT	Fresh OS deployment for computer laboratory	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	

	<h1>SERVICE CATALOG</h1>	Effective Date:
		Rev. No.: ORIGINAL
		Page: 27 of 32

To discontinue / terminate this service?	N/A
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Update Service

DESCRIPTION	Design, configuration, and maintenance of MHSS's operating systems' and productivity systems' update service	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 3 business days	
REQUIREMENTS	None	
PRODUCT	OS and application updates	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Server Virtualization

DESCRIPTION	Design, configuration, and maintenance of MHSS's virtualized server environment	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
562-9381		
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
REQUIREMENTS	None	
PRODUCT	Virtual machines	

SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Cloud Services Administration

DESCRIPTION	Design, configuration, and maintenance of the cloud services being utilized by the MHSS.	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
REQUIREMENTS	None	
PRODUCT	Cloud services	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Software Licensing Management

DESCRIPTION	Configuration and administration of MHSS's various procured software for use in both academic and administrative purposes.	
LEAD SECTION	Systems Administration	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	

	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
REQUIREMENTS	None	
PRODUCT	Managed software licenses	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Database Administration

DESCRIPTION	Design, configuration, optimization and administration of MHSS's central database.	
LEAD SECTION	Database Administration and Maintenance	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
REQUIREMENTS	None	
PRODUCT	Database	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Web Server Administration

DESCRIPTION	Design, configuration, optimization and administration of MHSS's web server farm.
LEAD SECTION	Website Development and Operations



SERVICE CATALOG

Effective Date:	
Rev. No.: ORIGINAL	
Page:	30 of 32

SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
SERVICE LEVEL OBJECTIVES	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Total outage: resolution within 24 business hours	
REQUIREMENTS	None	
PRODUCT	Website	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

Hardware and Software Inventory

DESCRIPTION	Asset management of MHSS's I.T. resources such as computer units and acquired software.	
LEAD SECTION	I.T. Resources	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
SERVICE LEVEL OBJECTIVES	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Report can be given within 3 business days	
REQUIREMENTS	None	
PRODUCT	Hardware and software inventory	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

VIII. OTHER SERVICES

ID Production

DESCRIPTION	Production of MHSS's ID card and coordination with RCBC for myWallet ID/ATM cards. Also includes picture-taking services for the transcript of records.	
LEAD SECTION	I.T. Resources	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	<ul style="list-style-type: none"> • Non-myWallet ID's, 3 business days • myWallet ID's, 14 business days 	
REQUIREMENTS	None	
PRODUCT	ID card	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

IT equipment Procurement

DESCRIPTION	Processing of I.T. equipment purchase requisitions.	
LEAD SECTION	I.T. Resources	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Next business day	
REQUIREMENTS	None	
PRODUCT	Approval/disapproval/verification of IT-related procurement	

SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	

IT equipment standard specifications

DESCRIPTION	Creation and maintenance of standard hardware specifications of common I.T. equipment such as desktop computers and laptops	
LEAD SECTION	I.T. Resources	
SERVICE CONTACTS	WALK-INS	
	Administration Office	
	E-MAIL	
	support@malayanscience.edu.ph	
	TELEPHONE	
	562-9381	
SERVICE LEVEL OBJECTIVES	Next business day	
REQUIREMENTS	None	
PRODUCT	Hardware specifications	
SERVICE OPTIONS	Default Options	None
	Additional Options	None
PROCEDURES		
To avail of service	Contact DO-IT Helpdesk for queries	
To add/change options of this service	N/A	
To discontinue / terminate this service?	N/A	