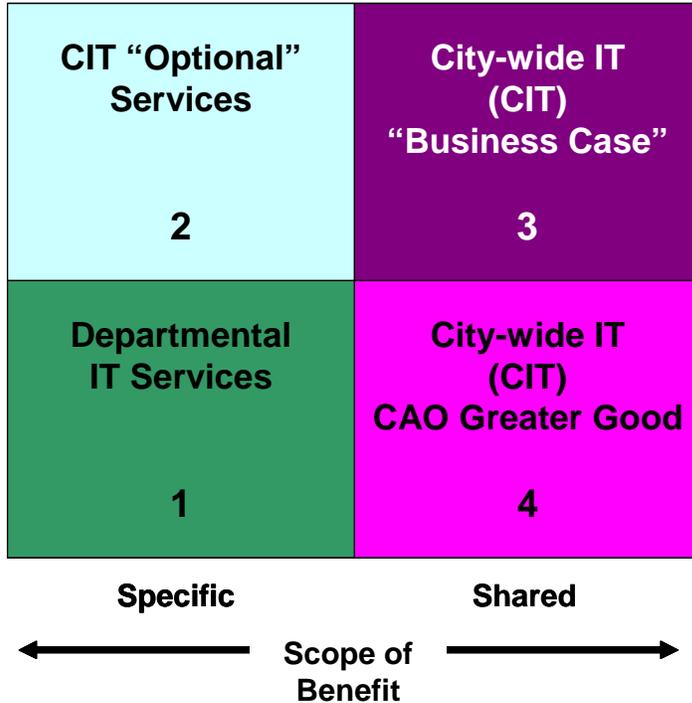


Appendix F - IT SERVICE CATEGORIZATION

IT SERVICE CATEGORIZATION

IT SERVICES CATEGORIZATION MATRIX



MATRIX DEFINITIONS

The matrix is used to determine or "slot" each City IT service guided by principles regarding business innovation, value and economies of scale. All Corporate Information Technology (CIT) Department IT services fall within one of these four quadrants (see service categorization on next page). The quadrants are defined as follows:

Quadrant 1

Departmental IT Services are those IT services that are directly relevant to a department (e.g. a department-specific business application).

Quadrant 2

Optional CIT Services are services provided by CIT that are directly relevant to one or more departments and are offered on an optional "catalogue" basis to departments. These are offered on a price recovery basis (e.g. Managed Hosting services).

Quadrant 3

Mandatory City-wide IT services are provided solely by CIT. These are determined by a formal business case process (e.g. Connectivity services).

Quadrant 4

Mandatory City-wide IT services are provided solely by CIT. These are determined by the Chief Administrative Officer / Chief Information Officer as deemed to be for the "greater good" of the organization (e.g. Secure Desktop Connectivity - E-mail).

SERVICE CATEGORIZATION

The following table 'slots' CIT's current listing of services using the service categorization matrix.

SERVICE GROUPING	POTENTIAL CATEGORY
1.0 Workplace Management	
1.1 Desktop Management	1/2
1.2 Laptop Management	1/2
1.3 Mobile/Voice Support	3
2.0 Business Solutions	
2.1 Application Solutions	1/2
2.2 RFP Development and Support	1/2
2.3 Application Sustainment	1/2
2.4 Information Solutions	1/2
3.0 Managed Hosting	
3.1 Server Platform Management	1/2
3.2 Web Site Hosting	1/2
3.3 Data Hosting	1/2
3.4 Application Server Hosting	1/2
3.5 Storage	1/2
3.6 Custom Printing	1/2
3.7 Service Desk	1/2
3.8 License Management	3/4
4.0 Connectivity	
4.1 Secure Desktop Connectivity	3/4
4.2 Site to Site Backbone Connectivity	3/4
4.3 Server Connectivity	3/4
4.4 Networked Application Service Management	3/4
4.5 Voice Related Services	3
4.6 Communication and Electronic Services	1/2