Template for an IT Service Structure

**IT Services**

- Provision of Application Systems
- Provision of the SAP Environment
- Provision of the Warehouse Management System
- Provision of IT Infrastructure
- Provision of Desktop PCs
- Provision of Voice Telephony

**Business Services** (Services for Customers defined by SLAs)

- Provision of Application Systems
- Provision of the SAP Environment
- Operation of the Basic SAP System
- Operation of Oracle Databases
- Operation of Unix Systems
- ... (omitted)
- Provision of Desktop PCs
- Provision of Voice Telephony
- ... (omitted)

**Supporting Services** (Internal Services defined by OLAs/UCs)

- Operation of the Basic SAP System
- Operation of Oracle Databases
- Operation of Unix Systems
- ... (omitted)