



Service Catalogue

Delivering total quality solutions from the Desktop through to the Data Centre

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The Nike Service Catalogue is critical to ensuring that our clients have a full view of the IT services and solutions that we provide. By establishing and publishing a standardised catalogue we aim to present our portfolio in a manner that is easily digested and will allow our clients a more effective way to identify and understand our key focus areas. Our aim is to provide a Service Catalogue that can help IT leaders drive down costs while still achieving a high level of service.

Service Catalogue	Group Service	Service Offering	Vendor and Resources
Business Alignment Services	Business Continuity Services	Business Continuity Review Service Business Continuity D & I	Vendor/Associate
Infrastructure Optimisation Services	Storage Services	SAN Requirements Review SAN	HP Sun Storage HDS Data Robotics - Drobo 3Par EquaLogic Fabric Switches
	Server Consolidation Services	Server / NAS Requirements Review Virtualisation Review Server / NAS Cluster	In House/Associate VMWare Compellent Windows Storage Servers VMWare NAS Filers MS Windows Cluster VMWare Linux
	Enterprise Backup Services	Data Backup Requirements Review Data Backup Archiving/De-Duplication Virtual Tape Library	Bakbone ArcServe NetBackup Backup Exec Legato Networker Crossroads VTL Bakbone Quantum Quantum Sphinx
	Disaster Recovery	Disaster Recovery Requirements Review Data Replication Physical to virtual synchronization	Compellent Replays/Enterprise Manager Site Recovery Manager HP EVA Continuous Access HP Storage Mirroring Bakbone Platespin DoubleTake
	Enterprise Management Services	Service Desk D & I Availability & Performance Management Application Management D & I Application testing Database Management D & I Server Management D & I Network Management D & I Infrastructure sizing and scoping Monitoring (SAAS) ProActive Monitoring Asset Management Management Appliance	HP Service Manager HP HP HP/Associate HP HP HP In House/Associate In House/Associate In House HP Asset Centre Kace/Kbox/Vbox
Application Optimisation Services	Document Management Services	Sharepoint Services	Microsoft/Associate
	Novell Services	Novell Configuration Migration Services	Associate Associate
	Operating System Services	Unix Linux Microsoft	HP-UX AIX Solaris UNIXWare RedHat Windows 2000 Windows 2003 Windows 2008
	Deployment Services	Microsoft Deployment Novell Deployment	System Centre Configuration Manager 2007 Novell ZenWorks

	Thin Client / Remote Desktop Services	Citrix Services	Xen Apps Access Gateway (Was CSG) Xen Server Xen Desktop Citrix Kaviza Cranberry SmartPC HP Wyse Terminal Services Secure Global Desktop Sun Ray VMWare View (formerly VDI) VMWare ThinApp
		Hardware Clients	Associate Associate Associate Associate Associate
		Microsoft Services	
		Sun Services	
		VMWare Services	
	Directory Services	Active Directory Edirectory DNS/DHCP	
	Database Services	MSSQL	
	Scripting Services	VB Scripting PowerShell Scripting	
Communication Optimisation Services	E-mail Services	Novell Groupwise Services	Groupwise Migration Services Migration Services Exchange 2003 Exchange 2007 Migration Services Cisco Unified Communications OCS
		Lotus Notes Services	
		MS Exchange Services	
		IPT Services	
		Cisco VOIP Services	
Network Optimisation Services	Network Security Services	Firewall	Cisco ASA/ PIX SSG (was Netscreen) Nokia Fortinet Checkpoint ISA ProxySG Web Filter Mimesweeper BlueCoat RSA Secure ID Kaspersky Trend AVG McAfee Nod 32 Cisco IPS sensor Citrix Cisco AnyConnect SSL VPN Cisco IPSEC VPN client Cisco site to site VPN Checkpoint site to site VPN Checkpoint SecureRemote Associate Cisco CS MARS Cisco Clean Access Cisco Security Agent Cisco routers and Catalyst switches HP ProCurve range Routing and switching, i.e. OSPF, BGP, Ethernet etc. Packeteer Cisco Riverbed Xirrus Xirrus HP Consultancy Only Consultancy Only Consultancy Only Consultancy Only Consultancy Only
		Proxy Servers	
		Content Management	
		Two-factor authentication	
		Anti-Virus	
		Intrusion detection / prevention	
		Remote Access Solutions	
		Security Audit/Pen Testing	
	Network Security Management	Network Security Event Correlation Network access control	
	Network Components	Cisco Network Services HP Network Services Network technologies	
	Network Performance	Traffic shaping WAFS	
	Wireless Networks	Wireless Bridged Links Managed Wireless Networks	
	Network Consultancy	Security Audit / Penetration Test Network Health Test / Performance review Readiness assessment for IPT deployment Network Design/ Verification Network Troubleshooting	
Infrastructure Support Services	Support Services - Core Hours Support Services - 24 Hours Hardware Maintenance - Core Hours Hardware Maintenance - 24 Hours System Monitoring and Reporting Ad-Hoc Support Service (Skills Bank)		Vendor and In house Vendor and In house Vendor and In house Vendor and In house Vendor and In house Vendor and In house
Project Management Services	Programme Management Services Project Management Services Project Evaluation Tender Management		Vendor and In house Vendor and In house Vendor and In house Vendor and In house
Training Services	ITIL Training Prince2 Training Bespoke Training		Vendor and In house Vendor and In house Vendor and In house
AD Hoc Consultancy			
Print Services	Managed Print Services		Vendor/Associate
Infrastructure Hardware and Software		Personal Systems Servers Imaging and Print Software Infrastructure Cabling and Scope testing Relocation Services Rental Systems Leasing and Finance	All Major Vendors All Major Vendors All Major Vendors All Major Vendors InHouse/Associate InHouse/Associate InHouse/Associate