

Having a Second Look at Service Catalog

The Service Catalog sits between IT and the Customer. It has an ITIL process to manage it and at the same time acts as a key tool for successful IT Service Management. This presentation looks into the Service Catalog to better understand the process and the tool.

Key Learnings:

- Defining the Service Catalog
- Understanding the Purpose of the Service Catalog
- Connecting the Service Catalog with your ITSM framework

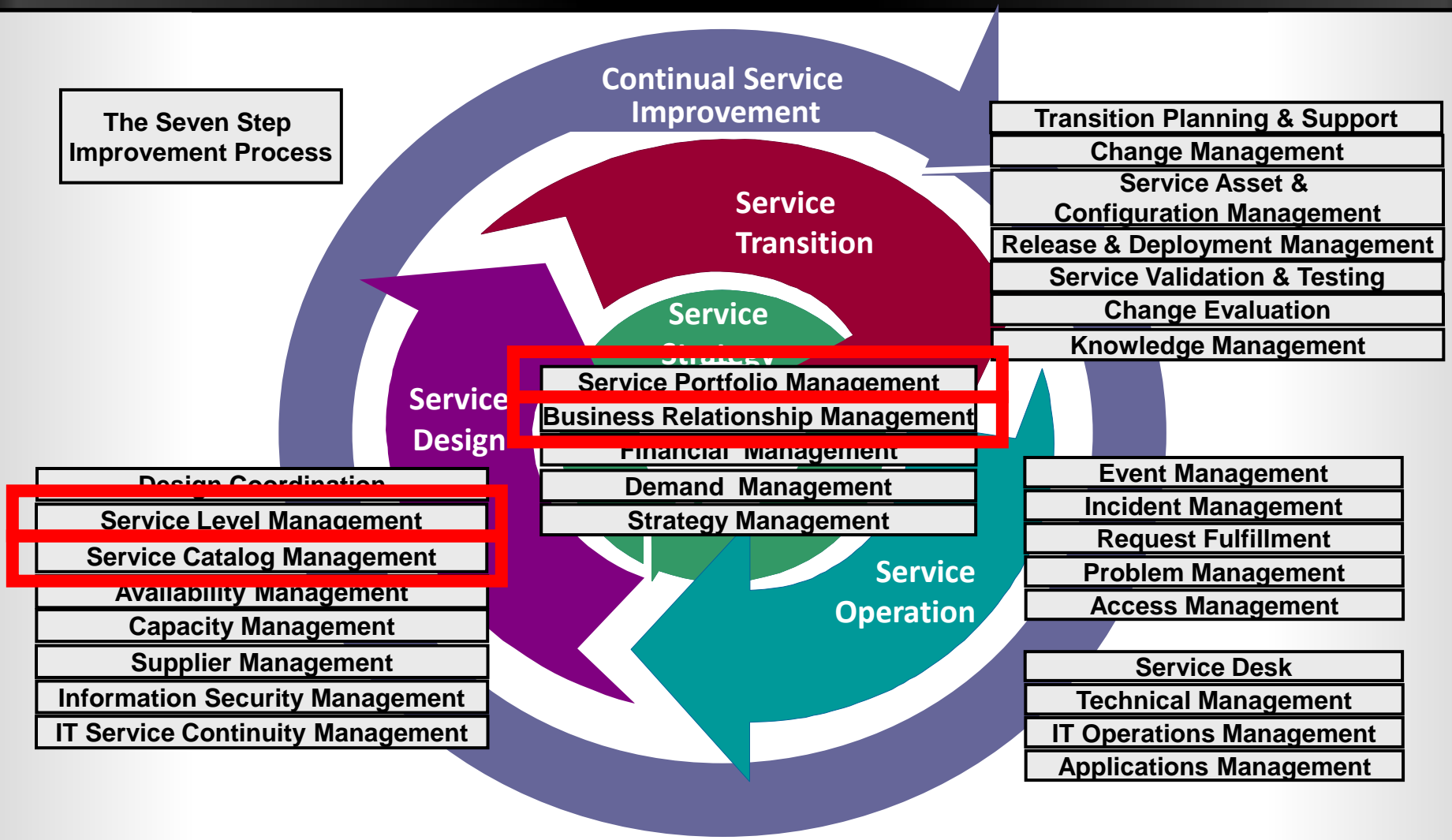


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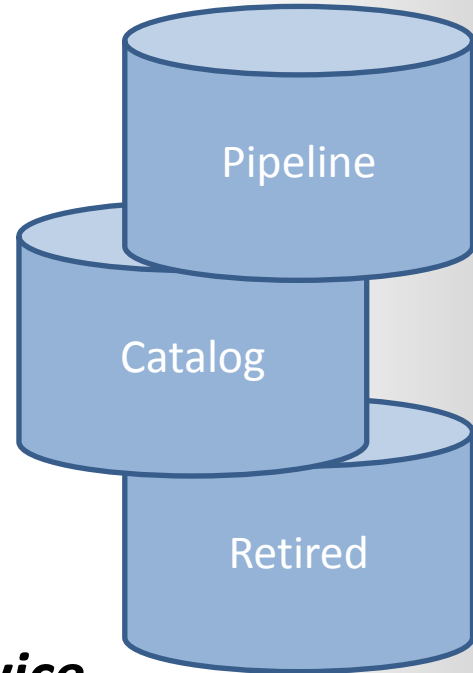
Service Lifecycle Review

The Seven Step Improvement Process



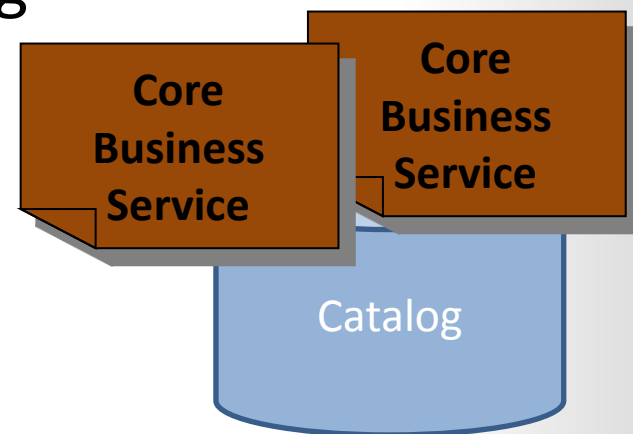
Definitions: Service Catalog

- Service Catalog
 - A database or structured document with **Customer** information about all live IT Services and those available for deployment
 - Should include the service characteristics as well as identify the customers and maintainers
- The Service Portfolio
 - ***The Service Portfolio is the complete set of service managed by a service provider***
 - Its here that the decision is made for which services are added, updated, and removed from the Service Portfolio, and hence the Service Catalog



Service Catalog Purpose

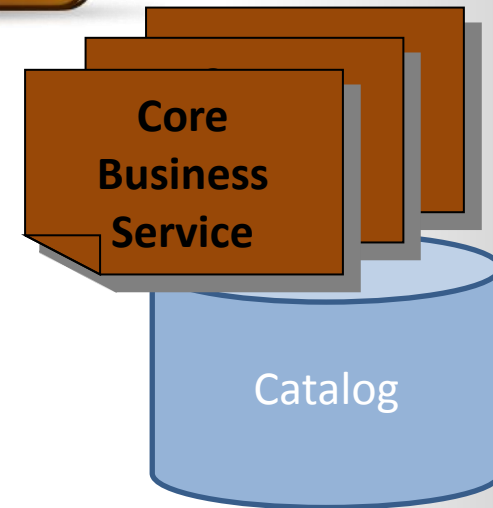
- The Service Portfolio / Service Catalog
 - The Catalog details each service with Utility and Warranty descriptions
 - The Catalog shows the actual components that Customers get
 - The Catalog supports the sale and delivery of IT Services



Service Catalog: Business Views Thought Rock



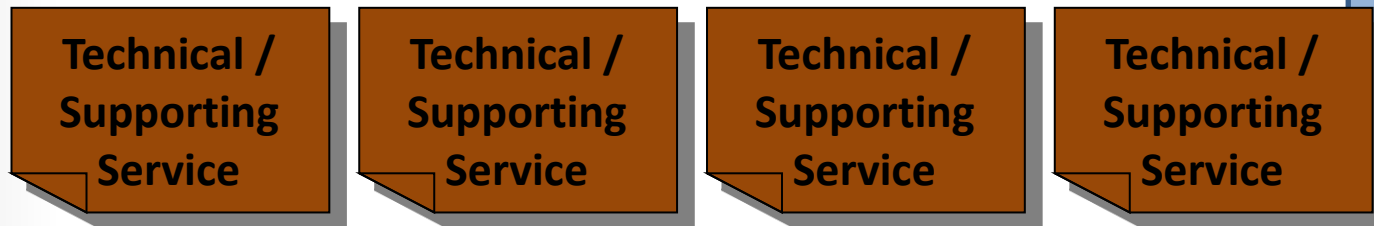
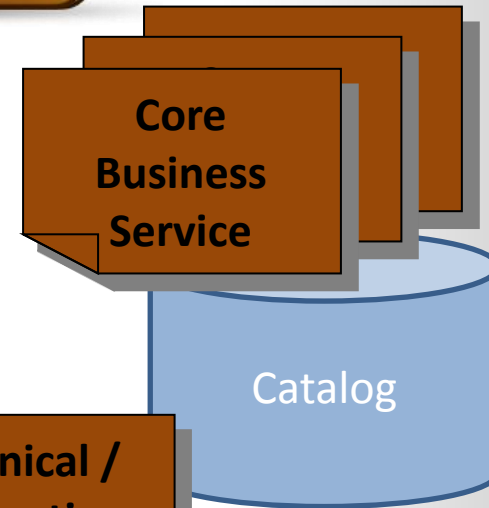
- The Service Portfolio / Service Catalog
 - The Catalog supports development of solutions for Customers from one or more services
 - When there is more than one Customer or Business being served, ITIL advises there is a unique view of the Service catalog for each customer or business



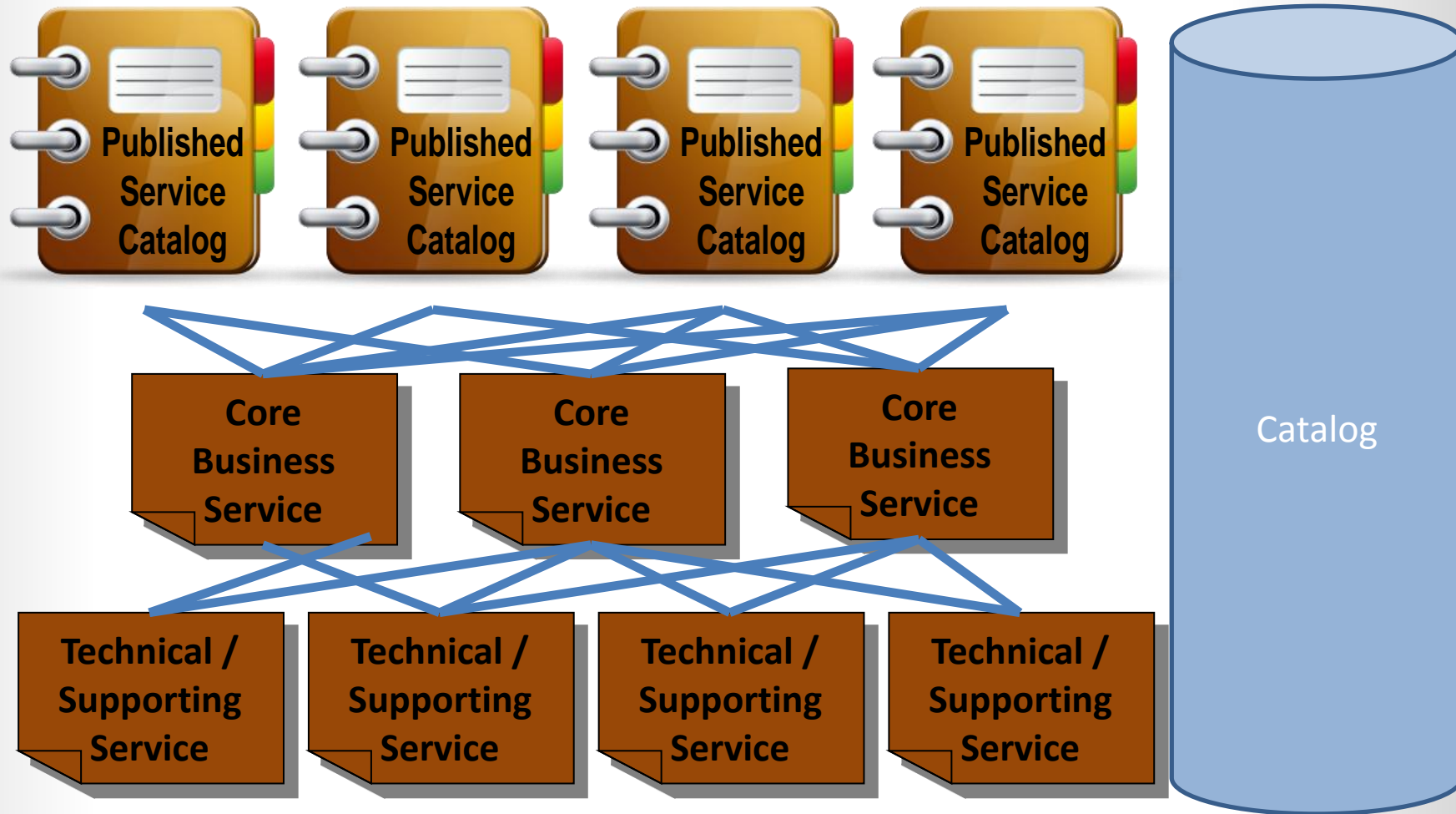
Service Catalog: Technical View



- The Service Portfolio / Service Catalog
 - Underlying the Business view(s) of the Service catalog are the “unseen” technical view of supporting services



The Service Catalog



Service Catalog Management

- Process Purpose
 - **Provide** and **maintain** a single source of consistent information on all operational and soon to be released services
 - Ensure it is widely **available** to those who are authorized to use it
- Process Objectives
 - Manage the information contained in the Catalog
 - Maintain accuracy of Catalog information
 - Manage availability and access to the Catalog
 - Provide usage information to other process areas

Questions? Comments?



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We'd Love To Hear From You!

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