

# SERVICE CATALOGUE MANAGEMENT



## PURPOSE

- provide and maintain a single source of consistent information on all operational services and those being prepared to be run operationally
- ensure that Service Catalogue (SC) is widely available to those who are authorized to access it.

*The service catalogue (SC) provides a central source of information on the IT services delivered to the business by the service provider organization, ensuring that business areas can view an accurate, consistent picture of the IT services available, their details and status.*



## INPUTS

- Business information from the organization's business and IT strategy, plans and financial
- plans
- Business Impact Analysis, BIA, providing information on the impact, priority and risk associated with each service or changes to service requirements
- Business requirements
- Service Portfolio
- CMS
- Feedback from all other processes



## Service Catalogue Management

- Agree and document service definition and description
- Agree SC content
- Produce and maintain SC
- Interface with stakeholders



## TRIGGERS

- changes in the business requirements and services
- RFCs
- Change Management



## OUTPUTS

- The documentation and agreement of a 'definition of the service',
- Updates to the Service Portfolio: should contain the current status of all services and requirements for services
- Updates to RFCs
- Service Catalogue



## KEY TERMS

**SERVICE CATALOGUE (SC)...** *The scope of the service catalogue management process is to provide and maintain accurate information on all services that are being transitioned or have been transitioned to the live environment. It is recommended that a service provider defines multiple views of the service catalogue. The two most common views are:*

- **Business/customer service catalogue view** *Contains details of the IT services delivered to the customers (customer-facing services), links to the business units and the business processes they support and provides the customer view of the service catalogue*
- **Technical/supporting service catalogue view** *Contains details of the supporting IT services delivered and links to the customer-facing services, configuration items (CIs) and other supporting services necessary for the delivery of services.*