



6.5 Service Catalog Management

Process Purpose / Objective

The purpose of Service Catalog Management is to provide and maintain a single source of consistent information on all operational services and to ensure that it is widely available to those who are authorized to access it.

The objectives of Service Catalog Management are to:

- Manage the information contained within the Service Catalog
- Ensure the Service Catalog is accurate and reflects the current details, status, interfaces and dependencies of all services that are being run, or being prepared to run, in the operational environment
- Ensure that the Service Catalog is made available to those approved to access it in a manner that supports their effective and efficient use of the information
- Ensure the Service Catalog supports the evolving needs of all other Service Management processes

6.5.1 Assessment Score

- Validated Maturity Score – 1.46 (Initial)
- Importance – 3.20

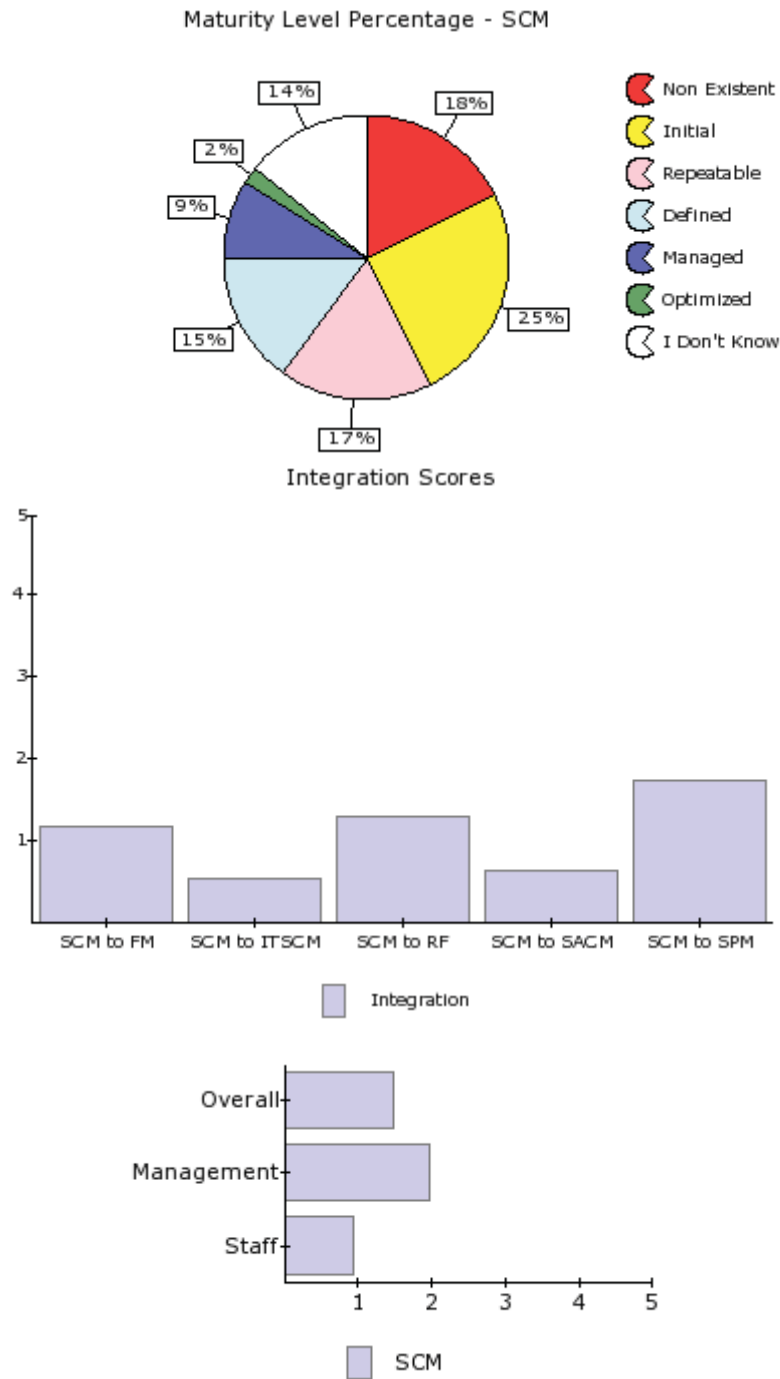


Figure 8 – Service Catalog Management Scores



6.5.2 Observations and Conclusions

- A single, centrally accessible Service Catalog is used to document and publish the details of all services currently available
- The Service Catalog is used as an entry point for users to request services
- Users can request services through any OIT person instead of using the Service Catalog
- There is no defined process to manage the Service Catalog, but it is beginning to be established
- “Service” seems to be a recognized term across OIT but there is not a consistent definition of what constitutes a service and how a service can be determined and defined
- Business users are made aware of the Service Catalog and services provided to them on an individual basis
- The accountability for accuracy of the Service Catalog is currently in the hands of the Process Owner
- There are standard templates in place to document services published in the Service Catalog with criteria for required and optional content
- Changes to the Service Catalog are controlled via the Change Management process in order to maintain the accuracy of information
- The Service Owner role does not exist for all Services, consistently
- A measurement framework has not been established for Service Catalog Management that identifies measures and reports on metrics aligned to Critical Success Factors and Key Performance Indicators
- Information regarding retired services is not captured within the Service Catalog
- Service Provider staff is aware of the Service Catalog, but do not use it consistently
- Process improvement initiatives are being planned as a result of capturing and managing feedback



6.5.3 Recommendations

- Consistently include the following when defining a service:
 - A simple, business facing description of the service (involve the business in this part of the exercise)
 - Service Owner
 - Service availability
 - Support hours
 - Process for requesting the service
 - Service level targets
 - Service hierarchy (identifying the customer-facing and the technical supporting services and the relationships between the two views)
- Develop and document a Service Catalog Management process, to include:
 - Policies, procedures, roles and metrics to assure the continued accuracy of the Service Catalog, including:
 - Creating a service
 - Updating a service
 - Validating the accuracy of the Service Catalog
 - Actions to resolve inaccuracies within the Service Catalog
 - Service Catalog metrics and dashboards
 - Process for managing exceptions and escalations
- Define the interfaces with tightly integrated processes, initially including:
 - Request Fulfillment
 - Change Management
 - Incident Management
- Ensure the Service Catalog tool can support the two views of a Service Catalog:
 - Business services (customer facing)
 - Technical services (supporting services)
- Each defined service should have a Service Owner assigned. One approach to consider is that when assigning Service Owners they should be senior in the organization and have



the ability to influence and translate technical services into business services. This role should be empowered to work with the business to identify and manage expectations

- Identify appropriate CSFs and KPIs for Service Catalog Management, using these samples for consideration:
 - CSF -An accurate Service Catalog
 - KPI – Increase in the number of services recorded and managed within the Service Catalog as a percentage of those being delivered and transitioned into the live environment
 - KPI – Percentage reduction in the number of variances detected between the information contained within the Service Catalog and the ‘real-world’ situation
 - CSF – Business users’ awareness of the services being provided
 - KPI – Percentage increase in the completeness of the customer-facing views of the Service Catalog against operational services
 - KPI – Percentage increase in business user survey responses showing knowledge of services listed in the Service Catalog
 - Increase in measured business user access to intranet-based Service Catalog
 - CSF – IT staff awareness of the technology supporting services
 - KPI – Percentage increase in completeness of supporting services against the IT components that make up those services
 - KPI – Increase in Support Center and other IT staff having access to information to support all live services, measured by the percentage of incidents with the appropriate service-related information