



Service Catalog



Service Catalog

What is Service Catalog

- Service Catalog. With the Service Now Service Catalog application,
- Create service catalogs that provide your customers with self-service opportunities.
- Customize portals where your customers can request catalog items such as service and product offerings.
- The Service Catalogue is the only part of the ITIL Service Portfolio published to Customers,
- It is used to support the sale and delivery of IT Services.
- The Service Catalogue includes information about deliverables, prices, contact points, ordering and request Processes.

What is Service Catalog

- Customize portals where your customers can request catalog items such as service and product offerings.
- With the Service Catalog application, you can create one or more multiple catalogs of products and shared services
- Catalog items are goods or services available to order from the service catalog. Items can be anything from **Hardware, like tablets and phones, to software applications, to furniture and office supplies.**



Service Catalog offers to(Contd.)

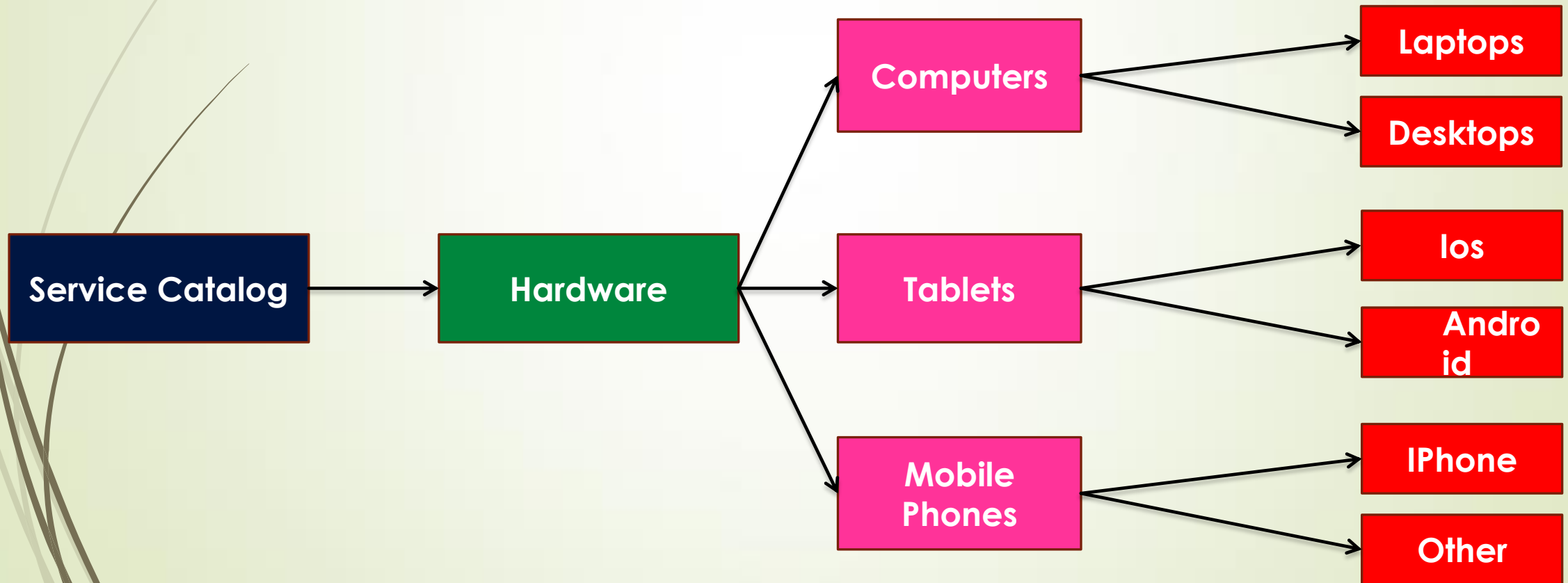
Service Catalog contain almost anything

- Products like computer equipment,
- Software,
- Furniture
- Office supplies
- Service like work requests,
- Password reset
- Support to resolve incidents
- Record producers
- Order guides
- Workflows

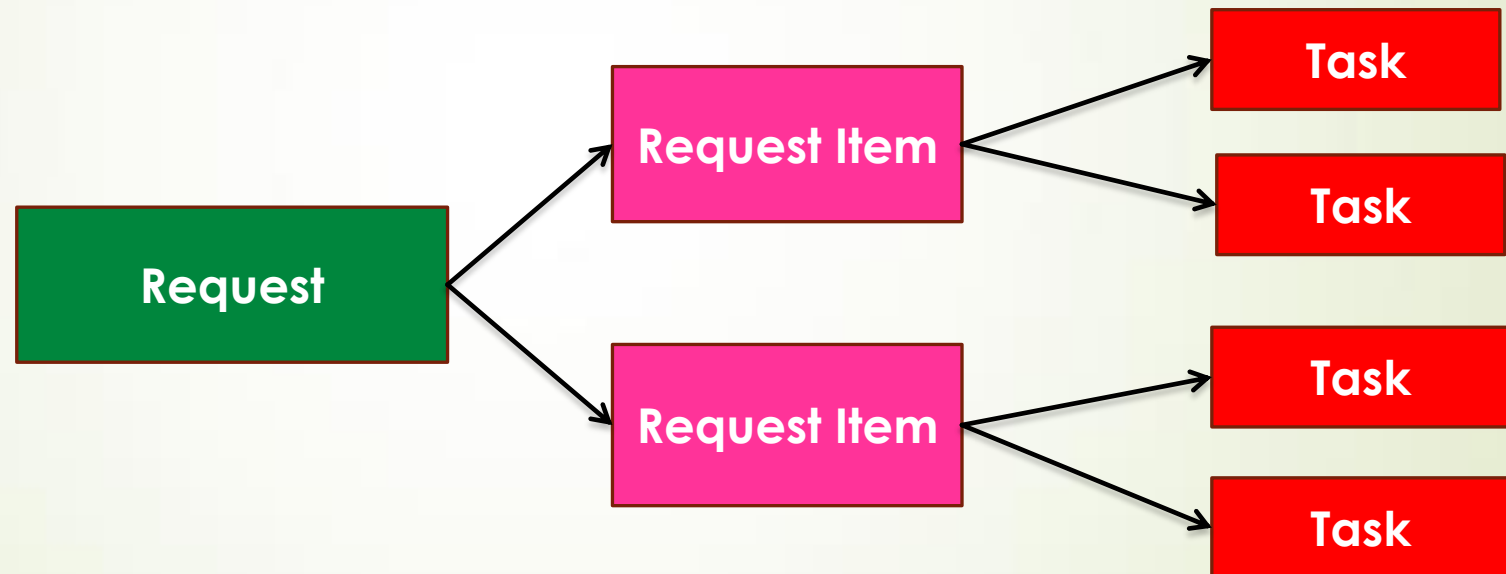
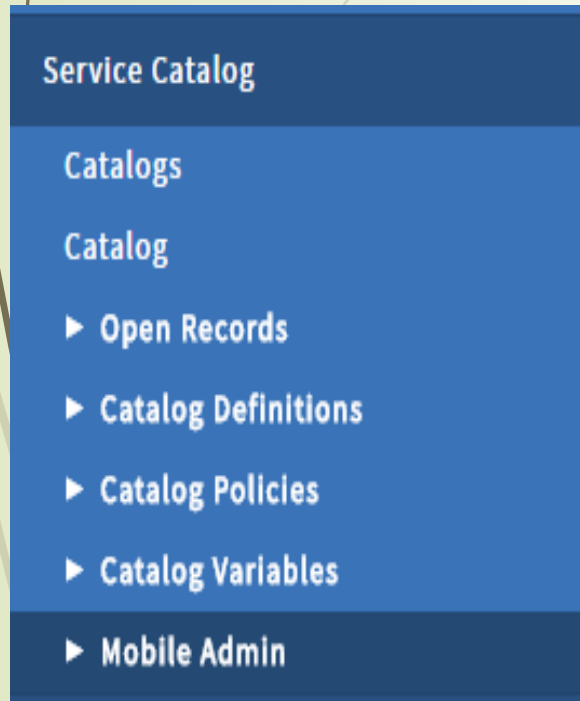


Service Catalog Categories

- The products and services in a catalog are organized into categories and sub categories
- The base system includes several useful categories, and you can define your own



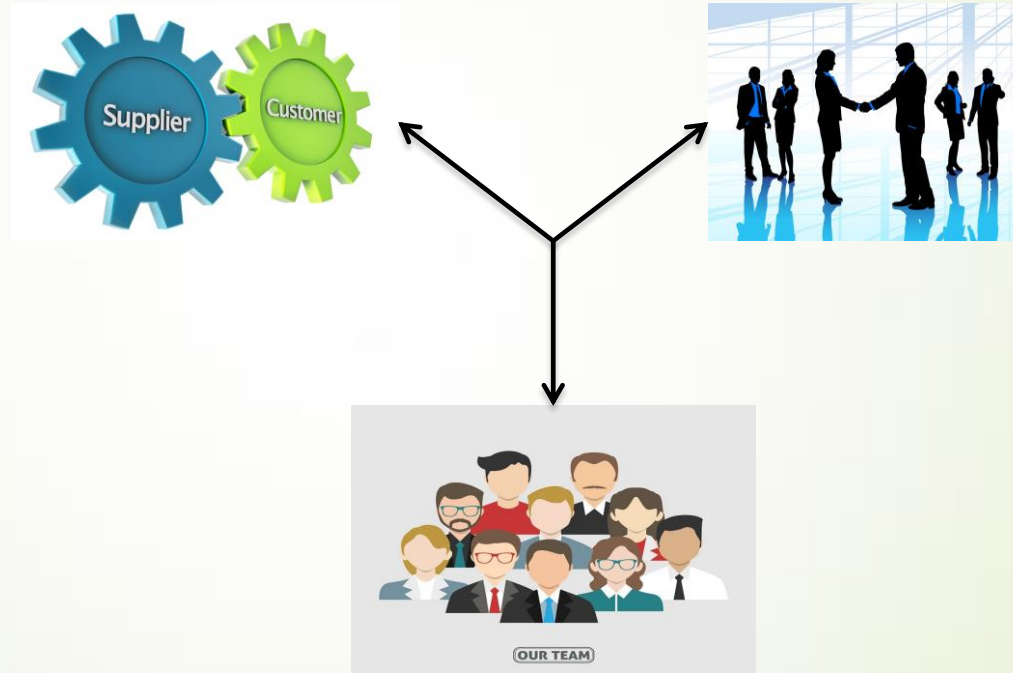
Service Catalog



Creating Service Catalog Categories

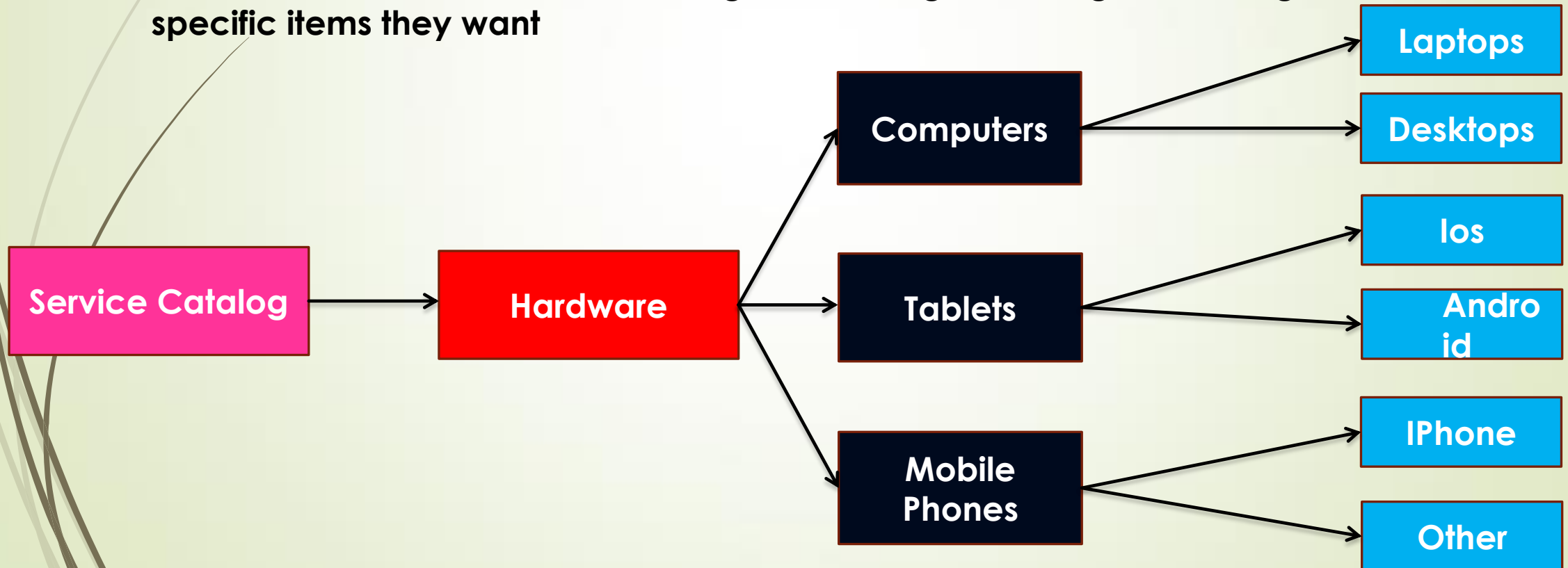
➤ Service Catalogs are catalogs of products and services that organization offers to

- Employees
- Customers
- Suppliers
- Others



Service Catalog Categories

- The products and service in a catalog are organized into categories
- Categories are organized in a tree structure, with parent categories containing one or more child categories
- To order an item in a service catalog, users navigate through the categories to find the specific items they want



Who configure the Categories

- Administrators and catalog administrators can create and configure categories in any service catalog, and add catalog items to them



**Administrator
(Admin)**



**Catalog Administrator
(Catalog_Admin)**

- Catalog managers and catalog editors can also create and configure categories, but only within catalogs to which they are assigned



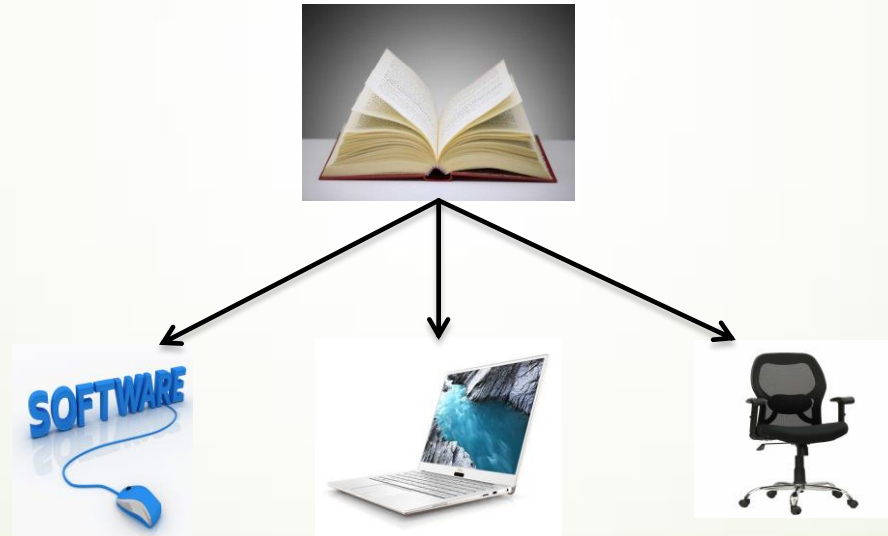
**Catalog Manager
(Catalog_Manager)**



**Catalog Editor
(Catalog_Editor)**

What is catalog Item

- Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.
- Users order goods and services from the service catalog through catalog items; for example, **a new laptop**, or **software installation**, or **office furniture**



What is variable in Service catalog

- Service catalog variables capture and pass on information about choices a customer makes when ordering a catalog item.
- Variables help define the structure of a catalog item form that is displayed to the customer.
- Service Catalog provides several types of variables, which are also referred to as questions. Variables can be stored, accessed from multiple places,
- Catalog items may contain variables that a user specify to fulfill the request

Example for variable

- For example, to install software, we need to know the type of computer the user has or its operating system
- Catalog items are grouped into categories and subcategories to help users find what they are looking for exactly
- Categories also ensure that the appropriate teams are assigned to fulfill orders



OS

MAC or PC?

What is Record Producer

- A record producer is a specific type of catalog item that allows end users to create task-based records,
- Such as incident records, from the service catalog.
- Record producer is using to simplified form
- Record producers allow you to standardize user requests.

Who configure the Record Producers

- Catalog managers and catalog editors can also access their assigned Record producers in service catalog
- Service Catalog → Catalog Definitions → My Record Producers



Catalog Manager
(Catalog_Manager)



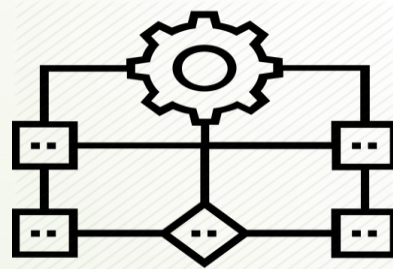
Catalog Editor
(Catalog_Editor)

Execution plans and workflows

- In this chapter we will introduces request fulfillment in service catalog, through **Execution plans or Workflows**
 - Introduction to Service catalog request filling the form
 - Execution plan **Vs.** Workflows
 - Creating execution plan
 - Creating an Workflow



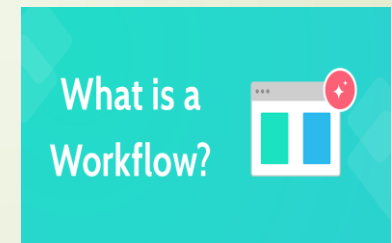
Request filling
the form



Execution plan
Vs.
Workflows



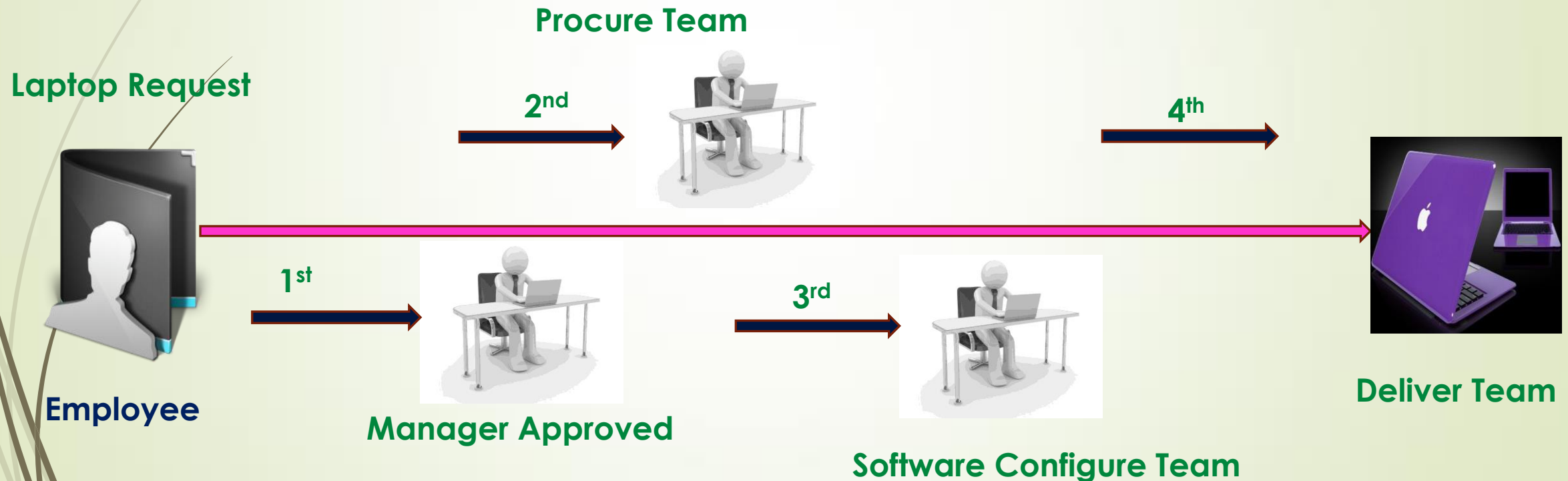
Creating
execution plan



Creating an
Workflow

Execution plans

- When someone orders an item or requests a service from service catalog, various people and groups in your organization perform a series of activities to fulfill the request



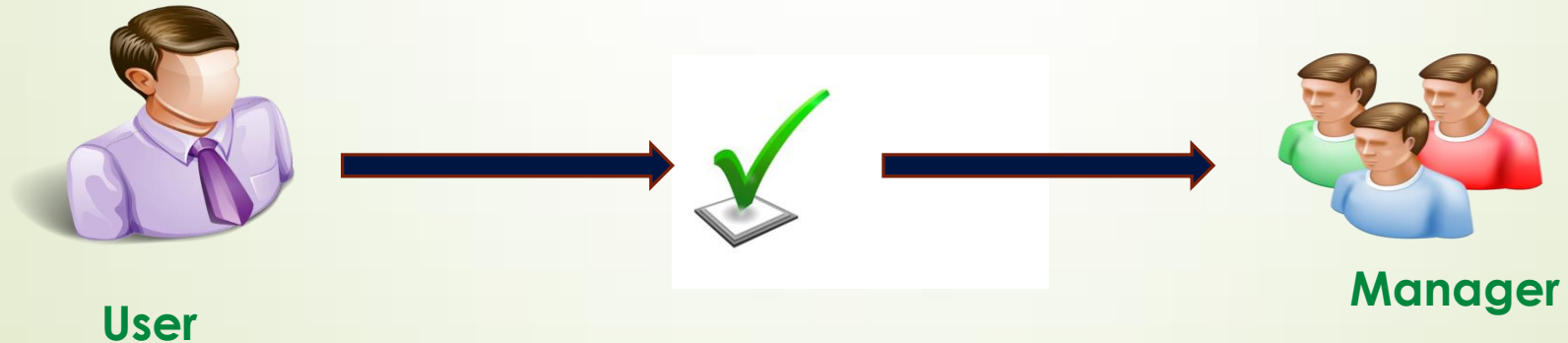
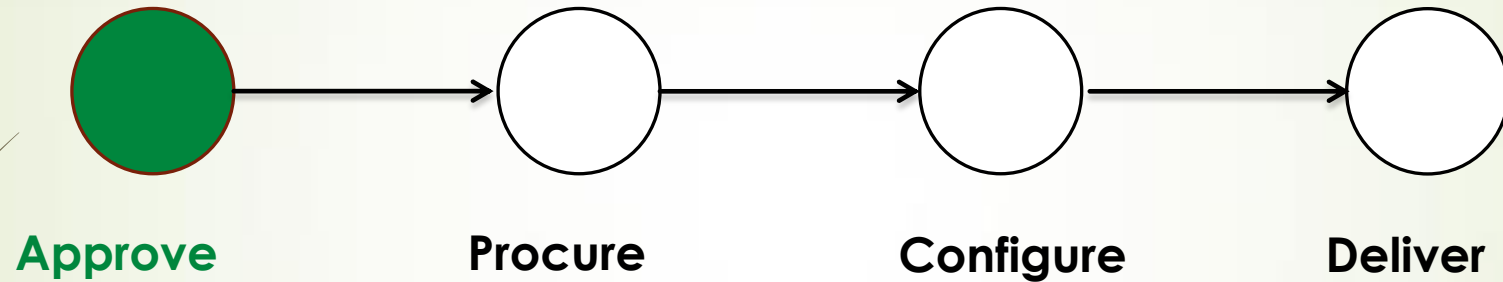
Execution plans(Contd.)

- Execution plans enable you to define simple linear processes consisting of a set of task
- Each task specify the activity and people who perform the task
- Here we have an example of a execution plan for delivering a corporate standard PC



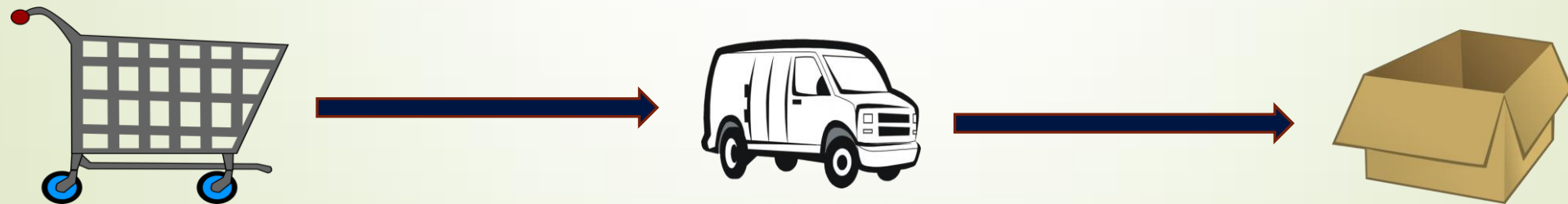
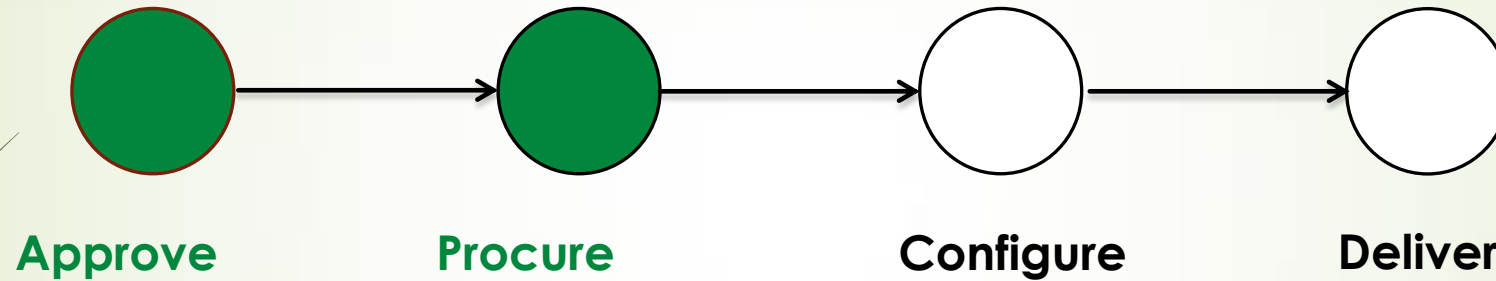
Execution Plans Steps

- First a user submits a new request in the service catalog and a manager approves it



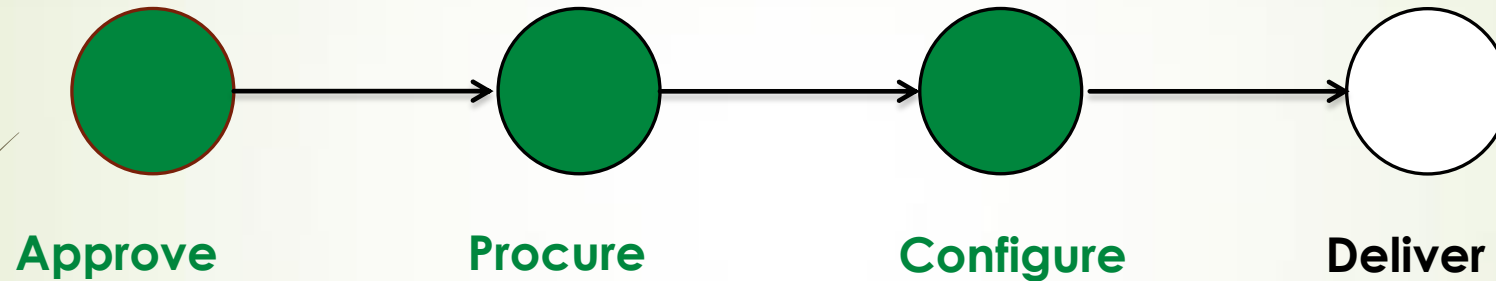
Execution Plans Steps

- Second the procurement department obtains the computer from a supplier

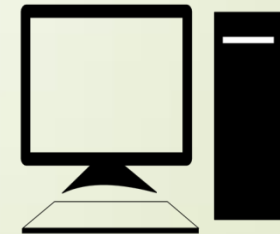


Execution Plans Steps

- Next the IT software department team configures the standard software on the computer

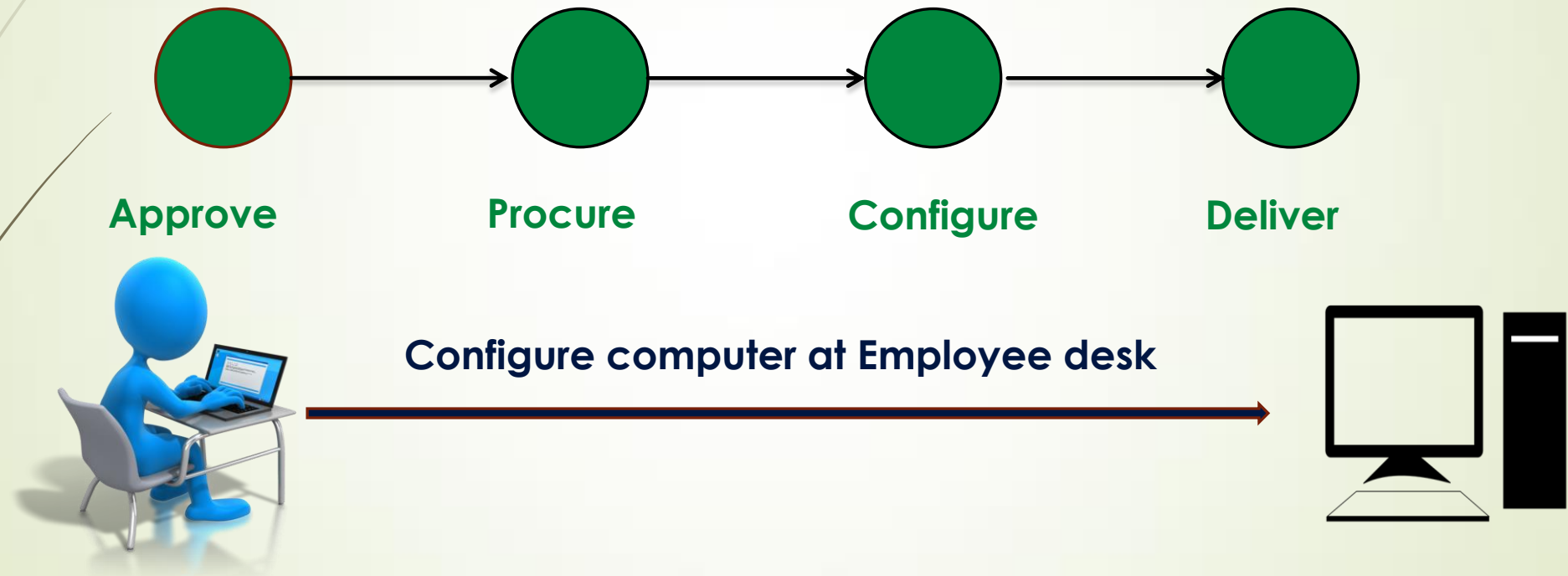


Software Installation



Execution Plans Steps

- And finally the IT hardware team will install the computer at the employee desktop



What is order Guide

- Order guides allow the customers to answer a series of questions
- Resulting in one or more products or services being requested
- This will avoids the need for customers to know specifically what products and services they required
- Ensure that costumers request the right items leads to improved service provider efficiency and greater customer satisfaction



Overview of order Guide

- In this chapter we can see how a self-service user request equipment through an order guide
- Show how to create and setup an new order guide