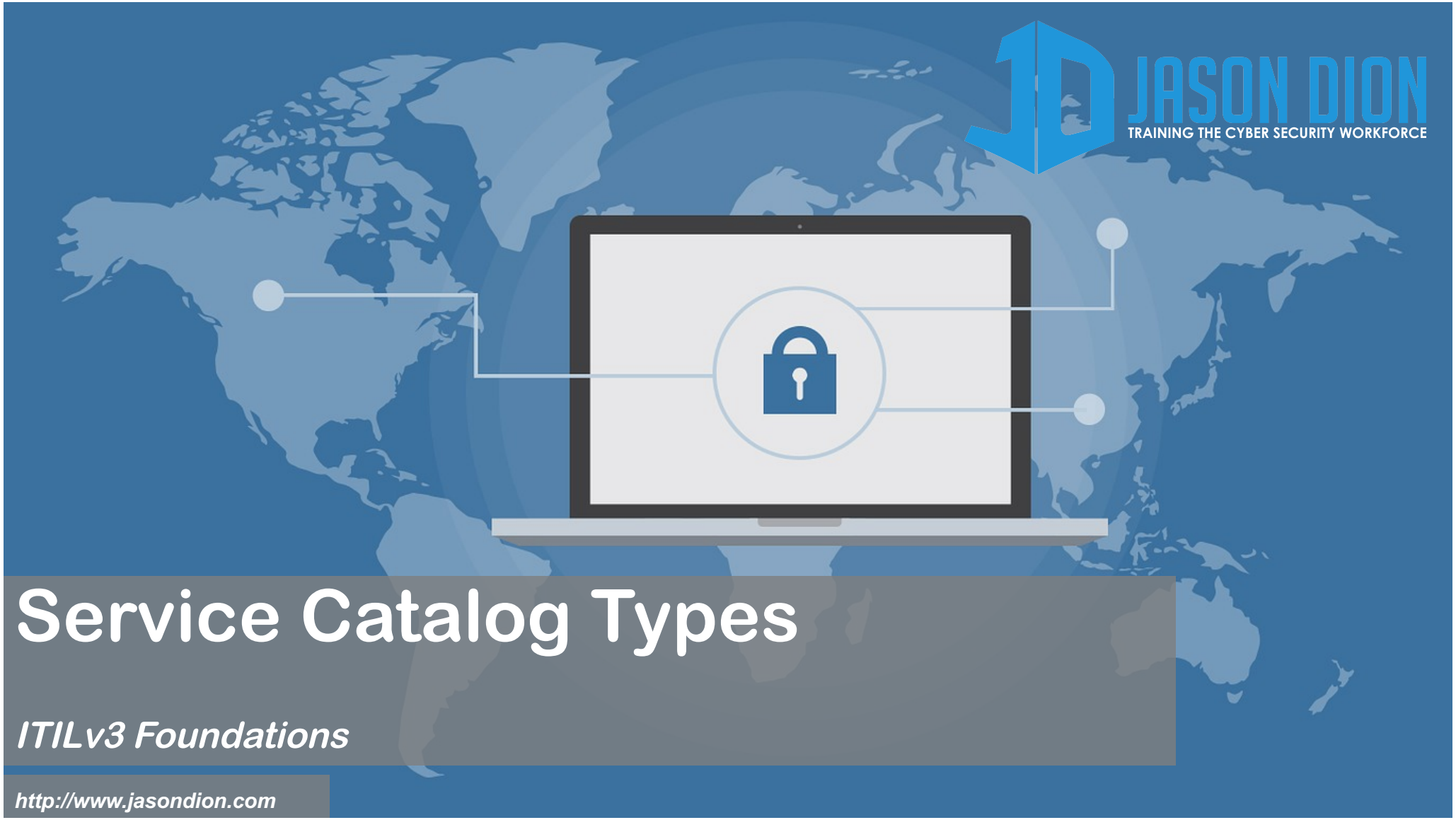

Service Catalog Types

ITILv3 Foundations

http://www.jasondion.com

Different Types of Service Catalogs

- Simple Service Catalog
- Business or Customer
- Technical or Supporting
- Alternate Views

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Simple Service Catalog

- Simplified matrix of available services
- Comprehensive and accurate info

Service	Students	Instructors	Sales	Payroll
Web Browsing	X	X	X	X
E-Mail	X	X	X	X
Paycheck Printing				X
IT Service Desk	X	X	X	X

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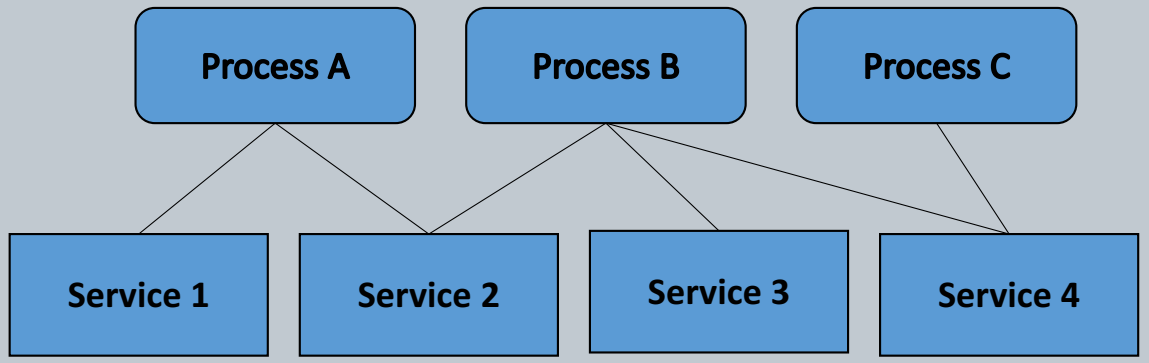
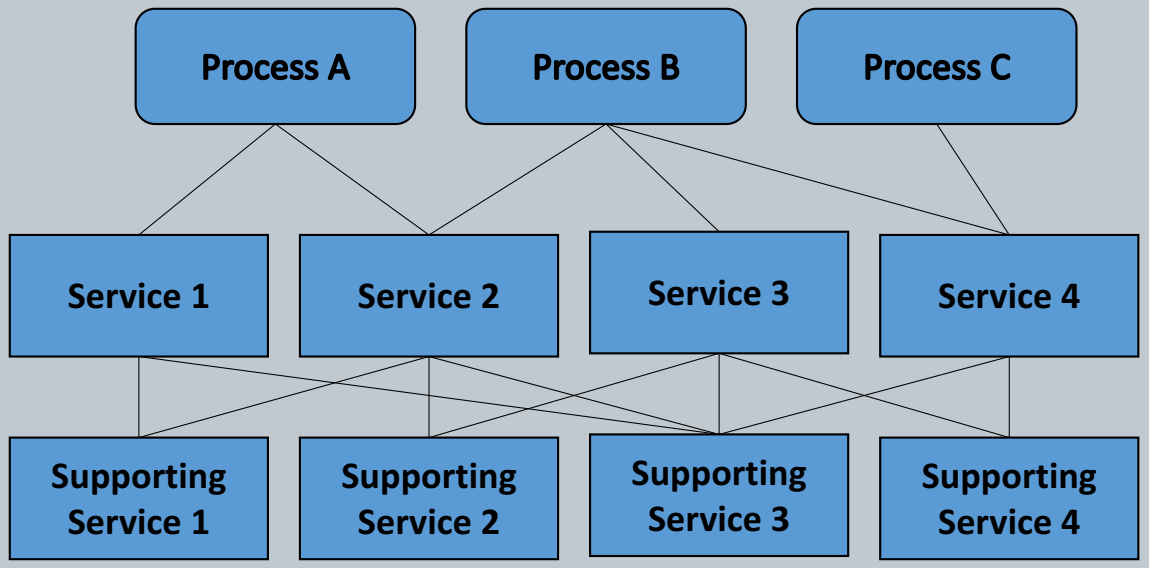
Business or Customer Service Catalog

- Identifies the business processes that are being supported by the services
- Detailed versions can include service hours, SLA info, escalation paths, etc.



Technical or Supporting Service Catalog

- Another level of depth, covering infrastructure, applications, and outsourced services



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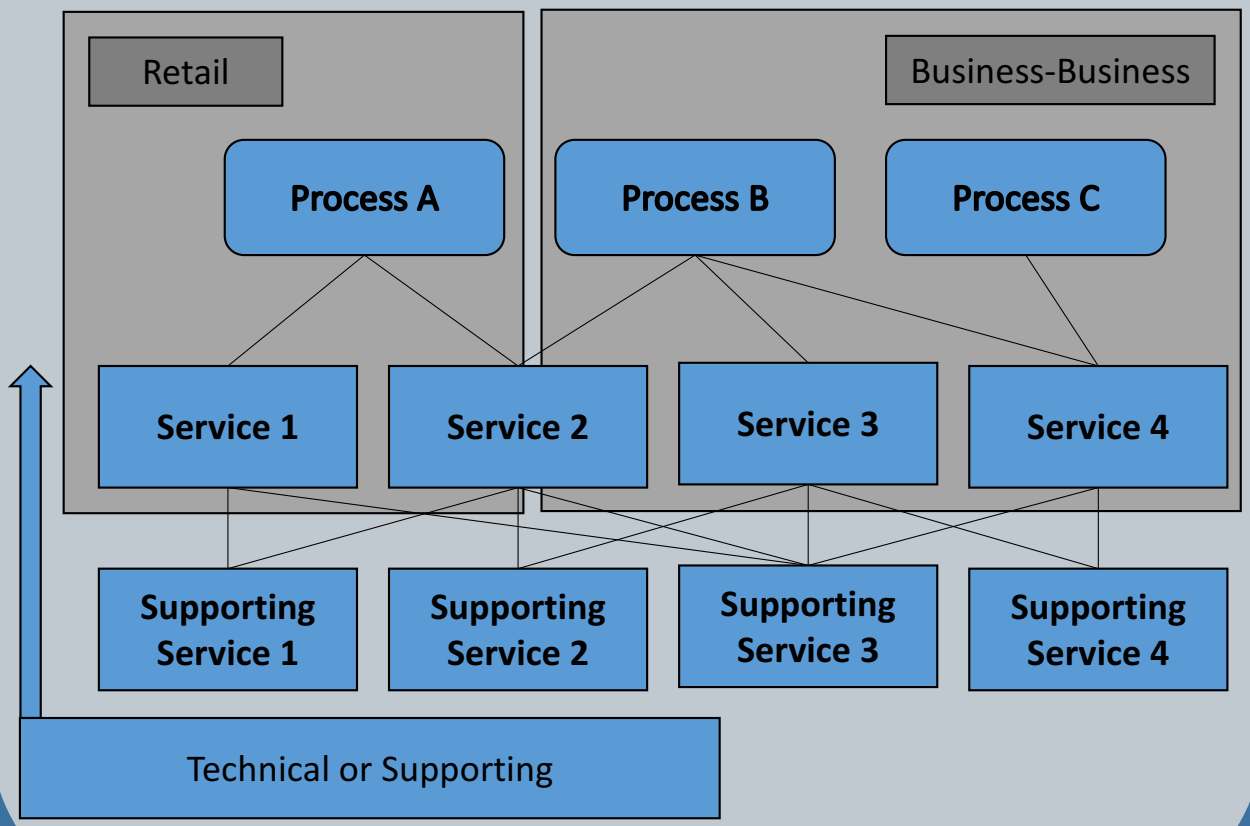
Alternate Views: Three-View



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