



Service Catalog Management

ITILv3 Foundations

<http://www.jasondion.com>

Service Catalog Management Process

- Involves management and control of the Service Catalog



What is a Service Catalog?

- A database or structured document with information about all live services including those available for deployment that it is widely available to those who are approved to access it
- Enables all stakeholders to have a clear understanding of services provided to support the business
- Creates a list and definition of services



Service Catalog Information

- Features of the service
- Usage guidelines for the service
- Methods for accessing the service
- Pricing information (if costing is used)
- Key points of contact
- Service Level Agreement requirements



Service Catalog Benefits

- Identifies services to bundle, providing better solutions
- Informs customers of services available
- Helps service staff understand their part in the business process
- Manages customer's expectations concerning services to be rolled out
- Publishes key SLA targets



Why's Service Catalog in Service Design?

- Manages the structure and contents of the catalog
- Ensures catalog is complete, accurate, and current
- Checks and authorizes any proposed changes to the catalog
- Service Design generates much of the information and documentation needed

