Purpose/Goals/Objectives of Service Catalogue Management (SCM)

The **purpose** of SCM is to provide a **single source of consistent information on all of the agreed services**, and ensure that it is widely available to those who are approved to access it.

The **goal** of the SCM process is to ensure that a **Service Catalogue is produced and maintained** containing accurate information on all operational services and those being prepared to run operationally.

The **objective** of SCM is to **manage the information contained within the Service Catalogue and to ensure that it 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 live environment.

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archiving of service = 10 years

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Enterprise Architecture ↔ Configuration Management DB

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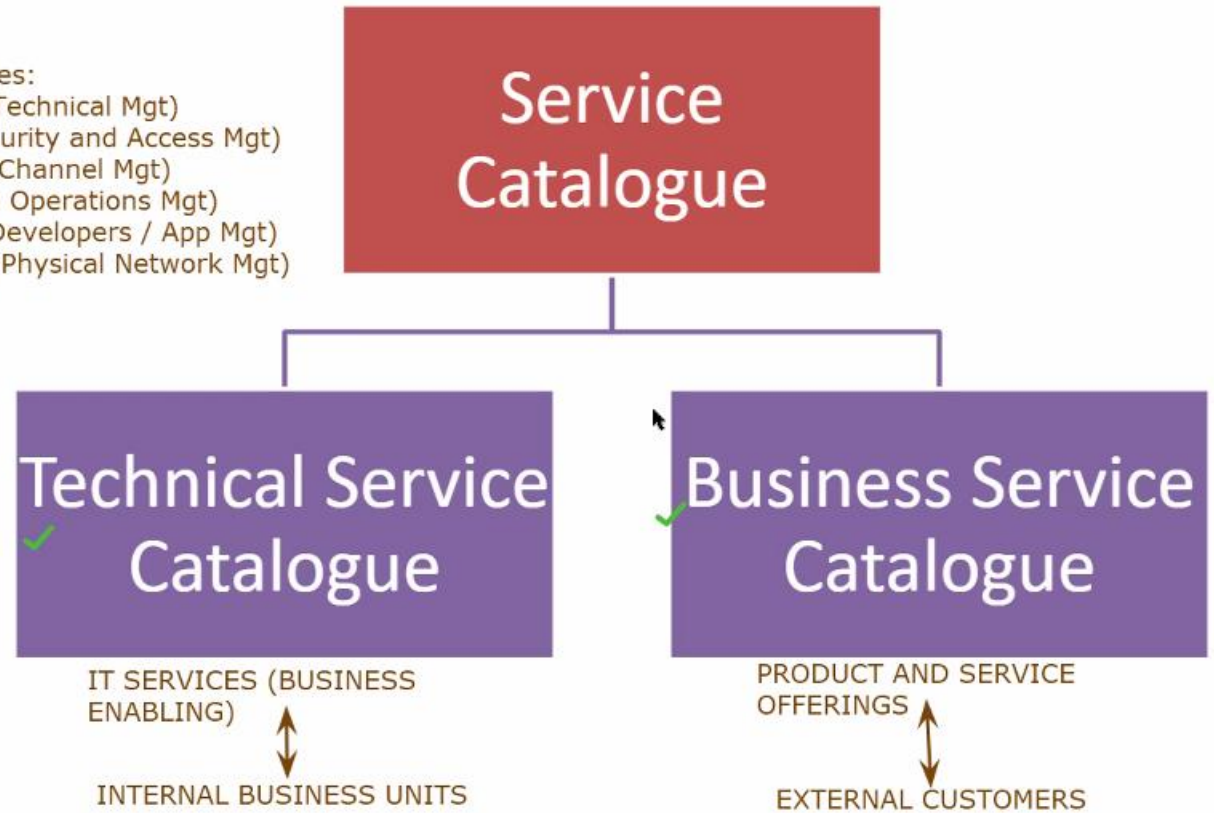
Basic Concepts

IT SERVICES examples:
> Cloud computing (Technical Mgt)
> Cybersecurity (Security and Access Mgt)
> Payment Services(Channel Mgt)
> Help Desk (Service Operations Mgt)
> Service Delivery (Developers / App Mgt)
> Network Services (Physical Network Mgt)



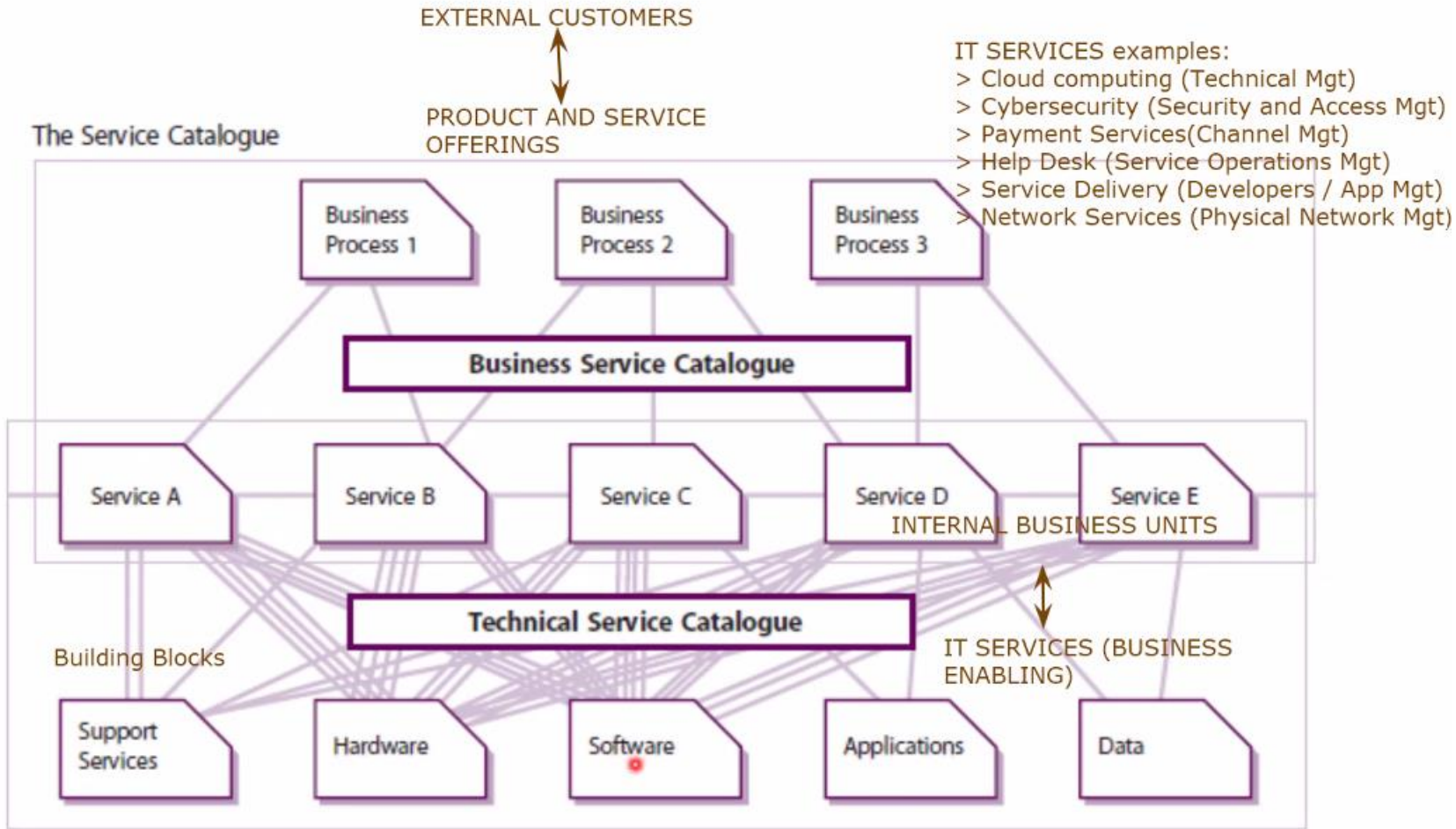


Figure 4.3 The Business Service Catalogue and the Technical Service Catalogue

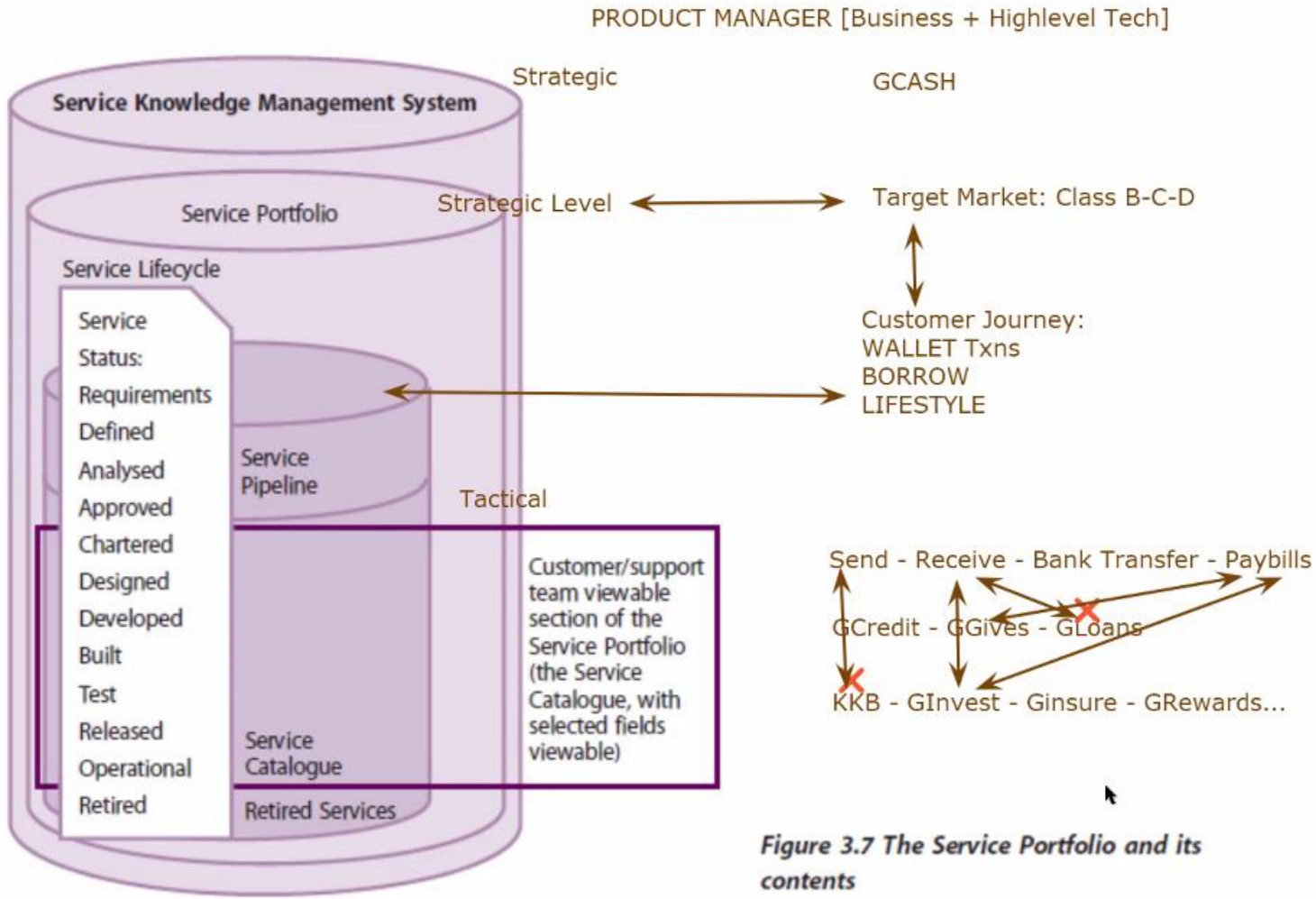


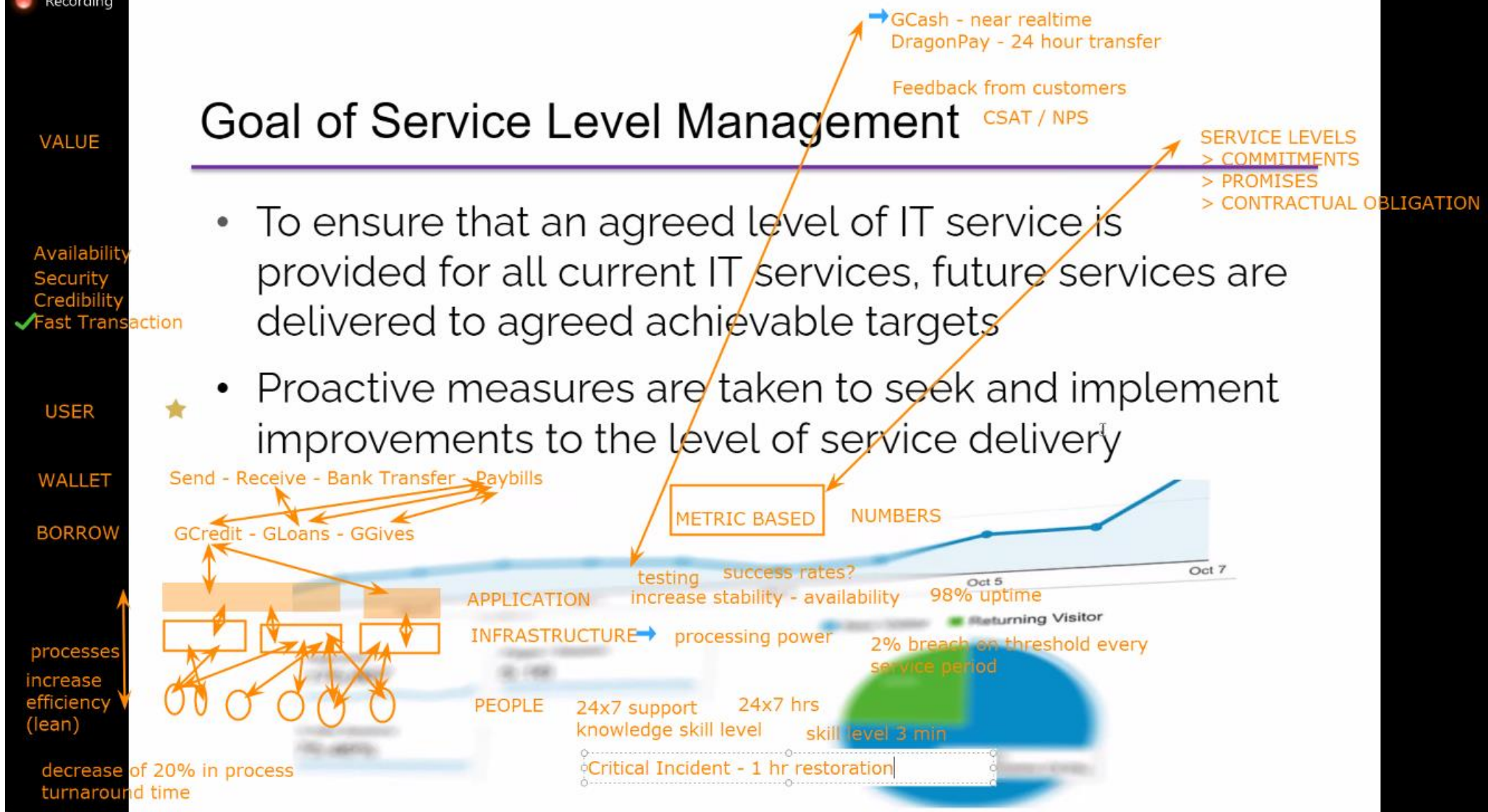
Figure 3.7 The Service Portfolio and its contents

Service Catalogue Management - Roles

Service Catalogue Manager

- Produces and maintain the Service Catalogue
- Ensures all operational services and those being prepared for operational running are recorded
- Ensures all information in the Service Catalogue is accurate and up to date
- Ensures all information is consistent with the information in the Service Portfolio
- Ensures all information is adequately protected and backed up

Recording

Goal of Service Level Management

- To ensure that an agreed level of IT service is provided for all current IT services, future services are delivered to agreed achievable targets
- Proactive measures are taken to seek and implement improvements to the level of service delivery