

# Catalog Item Owner Annual Review & Responsibilities

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/33d2d8181b4eb9d0f591edb8624bcbbd0',

'value': '33d2d8181b4eb9d0f591edb8624bcbbd0'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/a7d0f2791b8e0a544580ca21604bcbb6',

'value': 'a7d0f2791b8e0a544580ca21604bcbb6'}

Catalog Item Owners are required to review the details of their respective Catalog Items annually within the 1st Quarter of each year.

Link to the Service Catalog

As an Owner of a catalog item, you are responsible for:

Understanding the design of the catalog item (the fields being asked on the form, approval steps [where applicable], fulfillment design [automated or manual TASKs and to whom they are assigned etc.]). Ensure your catalog item(s) are kept up to date with any necessary updates. Utilize the New Catalog Item catalog item to submit requests for new catalog items where there are gaps in the catalog for services provided by your team, or when you have new services being offered. Promote and monitor the usage of the Catalog item, ensuring that your “customers” are aware of your team’s catalog item(s) and using them appropriately. Utilize the Service Requests Opened in Past 12 Months - by Catalog Items Owned by Me report to look at the volume of Requests submitted utilizing your catalog items. Ensure fulfillment Service Levels are defined and monitoring is in place to ensure your team(s) are meeting the fulfillment commitments. Coordinate and manage activities to improve service levels

For your Annual Review, please perform the following steps:

Run the Service Catalog - Catalog Items Owned by Me report to show you all of the catalog items you currently own. Review the list of Catalog Items and ensure they all pertain to Services your team performs (as a Manager you are the 'Service Owner' as well as the 'Catalog Item Owner' for any work your team provides). For each of the catalog items:

Review the Category (this equates to the folder it will be found within the Catalog) and make sure it makes sense for the work being performed within the catalog item. Ensure the service and work performed within the requests utilizing this catalog item still applies to your team. Review the Short Description and Description (description is only displayed after you open the catalog item) and ensure they provide clear and accurate descriptions, instructions, and information about the catalog item. This will help to ensure that users have a comprehensive understanding of what the item offers, its purpose, associated costs (if applicable), and any prerequisites or limitations. If there are approval steps in the workflow for the catalog item, make sure the group or resources have not changed. Run the report to review the number of Service Requests

Utilize the Catalog Item Minor Changes catalog item to make updates to the Short Description, Description, Category (i.e. folder), field HelpText, or Meta Data (keywords used for search) Utilize the Request an Enhancement on ServiceNow catalog item to request updates in the Form's design (fields, field values etc.), the workflow and/or approval steps, or to request the catalog item to be disabled.