**Service Catalog and Level Management**

Suraj Pratap Samirlal Poddar

Harrisburg University of Science and Technology

IT Quality Assurance

Barry Boyer

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**Service Catalog Management**

Abstract

Service Catalog is considered to be one of the essential formal documents much needed for Information Technology. Service Catalog is also considered to be one of the crucial elements in the process of a service request cycle. It not only helps technicians produce results and outcomes accurately but also provides a clarity to the end users about IT contributions, finally assists organizations in evaluating and estimating supply and demand services. Service Catalog is well defined process and is illustrated in the ITIL books. The following article is on 30% of the ITSM services which do not meet their deadlines on time even due to poorly defined IT management and the goal is to propose a solution that includes all the service definitions, its respective roles and components required to identify a set process.

Introduction

The following research is more concentrated on Information Technology Departments that offer services to introductory non-IT departments (Silva, 2010, pp. 159-164, doi: 10.1109/QUATIC.2010.31). The Research adds how labelling a product or a good in supermarket can help consumers take a rational decision while purchasing. In the current generation Information technology Departments are needed to provide justification to the services they are offering to analyze from a cost and benefit standpoint. Hence the need for defining a service which helps in setting a clear identification process. Service Catalog in this scenario is considered as an assembled element which brings a custom advantage related to consumer satisfaction, to rocket operational efficiency, get clarity on costs and finally cost reductions

Problem

Service Catalog and Service Level Management are considered to be the most important and critical IT management process since all the other process are based on this, therefore if the process is poorly defined or and implemented the other process will have to suffer. From recent survey it has been reported that around 30% of the Information Technology Service Management projects do not commence due to a problem occurred by service definitions. As per the article in a study it was determined that about 12% of the projects were incomplete and were unsuccessful while 57% were successful out of 100 companies that tried to implement Service Catalog (Silva, 2010, pp. 159-164, doi: 10.1109/QUATIC.2010.31). About 34% of the organizations has labelled the service definition to be their one of the top risks for a successful implementation

Majority of the times IT get confused between an actual service and the element that allows to provide it i.e, they are unable to distinguish between service results and the element that work together to obtain those results. Therefore, it is absolutely critical to identify and distinguish between assets and services to evaluate an IT performance against external alternatives (Silva, 2010, pp. 159-164, doi: 10.1109/QUATIC.2010.31)

Summary

It is elementary to understand the important essence to understand the supreme practices that the Information Technology industry tries to follow. It is imperative to bring a new way of thinking in conjunction with the expertise of IT folks. The main focus is to bring a more service-oriented sight of what an organization is actually providing to their consumers. Service Catalog can believe to have two levels, one from a business point of view often referred as Business service Catalog and the other as a technical service Catalog from a technical standpoint which is not visible by the consumers. The article also illustrates service Catalog Management can often be base for Service Level Agreement and Request Management. There are several processes that can be linked in this scenario, such as Demand or supplier management or financial management, however the article doesn’t have all the processes included

SLA helps defining a way to monitor, to document, to report, to measure and to agree by reviewing the quality of services provided. Service Level Managers are usually hired to manage Business expectations and to make sure the services are offered/delivered as per the expectations.

Service Request on the other hand is nothing but a request from a consumer for any type of advice or a change or for obtaining an IT service (Silva, 2010, pp. 159-164, doi: 10.1109/QUATIC.2010.31). Any type of requests made by the consumer to the IT are termed as service requests, ITIL has addressed it, however there is no set or an definitive answer that describes or explaining the actual difference between service request, change and or incident

Conclusion

Service Catalog provides a greater advantage to all the IT organizations as it scopes out the relationship between service provider and the consumer to close out the gap as it renders consumer expectations into a much clear service agreement and uses service agreements for proper planning and implementing a cleaner service delivery. Without a distinctive and a concentrated cognition of what Information Technology provides to business, the foundation becomes out of order and everything that is being built on the top of it will start having problems (Silva, 2010, pp. 159-164, doi: 10.1109/QUATIC.2010.31). The research also states they will be integrating financial management with proposals in the future as a part of the ITIL strategy process which will help them in designing Information Technology Dashboard reliant on metrics by building a prototype that carries out these proposals in real time

Article – Implementing the Service Catalogue Management

Website link: https://ieeexplore.ieee.org/document/5655262

**Service Level Management**

Abstract

The following research paper is a survey to actual practices of Service Level Management in large organizations. The survey takes a Service Level analysis framework approach that takes certain variables such as service information system, service organization defining roles and procedures to run service level management, service level variable describing what is a service level management measure into consideration. The following survey was solely based by interviewing individuals from IT concentrated at the same time non-IT concentrated organizations such as railways to develop a link and advance Service Level Management

Introduction

Service Level Management is a famous defined process through which IT service levels are monitored, planned, and controlled. With advancing technology and prevalent use of computing, Information Technology (IT) is a key to all type of organizations. It provides us a way to measure all the IT services i.e, the quality of services delivered by IT. In a typical organization setup, the IT department is comprised of several services which can contain multiple SLAs with services, these consists of services related to Service Level Agreement subcontracting (Motta, 2011). A service level requirement agreeing on the services is required through SLAs which are typically signed during the ITIL service design phase. The research has the following objective one to assess Service Level Management Best Practices and the two to define a total Service Level Management Framework to solve the business change of IT services. These are achieved by the survey grid and service variables which define the Service Level Management measures

Theory

The survey in the following article is based on a survey grid framework that was shown to be developed as a first step towards Extended service Level Analysis Framework typically used by big organizations. The measure was divided into levels and service variables is what defines Service Level Management measures (Motta, 2011). In each service level, there is a service variable that are in conjunction with the set of objects, the reference framework illustrates the level of information system defining building blocks which is mature and helps in covering the wider range of Service Level Management (Motta, 2011). There are several building blocks that can be considered such as Management control, Project Control, Real Time monitoring, Catalog and Service Level Agreement management etc., the system life cycle on the other hands represents user needs and IT developments

Summary

The survey findings are mapped against a maturity matrix and are summarized into three Extensive Service Analysis dimensions which include service organization, information systems and the service variables. IT concentrate organizations or industries such as Financial and Telecom services seems to be more mature, the major issue here is to understand whether the Service Level Management is related to any outsourcing strategy. An organization framework provides an Service Level Management terms and conditions of Business roles, responsibilities, their respective processes and their relationship, this is considered to be nothing but an extension to the ITIL process defining organization mature Service Level Management (Motta, 2011). As per the research and per the survey it is clear that the organizations tend to invest more on technology to gather data to the entire service management process after few years. But the important thing to consider is that the business outcomes are not necessarily related to each, and every IT business services, hence the impact to the business is still one of the challenges

Conclusion

The following research has presented a detailed survey on Service Level Agreement practices through a complete/full reference Grid which included service level variables mainly concentrating on organization. According to the survey in IT concentrated organizations Service Level Management is one of the crucial elements in Information Technology Management nevertheless the size. A total Service Level Management needs years’ worth of work, investment, and commitment on organizational wide issues. A condemning question is Service Level Management Architecture in the current cloud computing generation which will not see a service chain required to deliver specific performance (Motta, 2011). This might even require an advance Service Level Management system which may be the dawn of a new process. As per the article, Service Level Management and cloud computing was going to be their next research

Article – IT Service Level Management: Practices in Large Organizations

Website Link –

https://www.researchgate.net/publication/229018822\_IT\_Service\_Level\_Management\_Practices\_in\_Large\_Organizations

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Motta, G. &. (2011). IT Service Level Management. *Practices in Large Organizations, Communications of the IBIMA*, 10.5171/2011.635464.

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