## SERVICE CATALOGUE MANAGEMENT PROCESS

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<tr>
<th>Code:</th>
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<td>Version:</td>
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<td>Confidentiality level:</td>
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</tbody>
</table>

**Comment [BV1]:** All fields in this document marked by square brackets [ ] must be filled in.

**Comment [BV2]:** If you want to find out more about Service Catalogue Management process, see [http://www.20000academy.com/Blog/March-2013/Service-Catalogue-a-window-to-the-world](http://www.20000academy.com/Blog/March-2013/Service-Catalogue-a-window-to-the-world)

**Comment [BV3]:** The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.

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Change history

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<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Service Catalogue Management process.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Service Asset and Configuration Management Process
- Change Management Process
- Service Portfolio Management Process
- ISO/IEC 20000-1:2011, clauses 4.2.1; 5.3.1); 6.1.

3. Policy

[organization name] uses the Service Catalogue Management process as a custodian of the information about all operational services or those being prepared to be operational.

Objectives of the Service Catalogue Management process is to:
  - Produce and maintain the service catalogue with all relevant data
  - Ensure that the service catalogue is up to date and reflects the current state of the operational services.
  - Ensure that the service catalogue is accessible by those who need to access it and have respective rights.

[Service Catalogue Manager] is responsible to publish services in the service catalogue, as well as to remove them when they are retired.

3.1 Services

Services and service packages are defined by [Service Catalogue Manager].

Users of a service catalogue are:
  - Customers
  - IT staff
  - "Other"

3.2 Service catalogue structure

[organization name] uses a two-tier service catalogue structure:
4. Process activities

[Service Catalogue Manager] is responsible for ensuring that the following activities are performed within the scope of Service Catalogue Management:

- Agree with the customer regarding the catalogue of services (see Service Catalogue in Appendix) and create service description.
- Closely cooperate with the Service Portfolio Management process to agree about the catalogue of services and services.
- Produce and maintain the service catalogue by the Change Management process.

5. Roles and responsibilities

5.1. Service Catalogue Manager

[role description] assigns the Service Catalogue Manager role.

Responsibilities of Service Catalogue Manager:

- Overall responsibility for carrying out activities within the scope of Service Catalogue Management
- Coordinates with other Service Management roles
- Ensures that all operational services are inside the service catalogue
- Ensures that the service catalogue is up to date
- Ensures that the service catalogue content is consistent with the Service Portfolio

6. Measurement and metrics

6.1 Measurement

[role description] is responsible to produce reports.

Reports are sent to the Service Level Manager on a monthly basis.

[role description] is responsible for ensuring that:

- Reports are produced monthly, with quarterly and yearly summaries
- Reports are evaluated
- Measures for improvement are defined
6.2 Metrics

Metrics reports are produced. **Metrics to be reported:**
- Number of disputes reported by customer which are caused by incorrect understanding of the service catalogue
- Number of changes of particular service catalogue
- Number of incidents reported by customer which are not defined in the service catalogue

6.3 Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service catalogue is accurate and up to date</td>
<td>Number of services where customers are reporting incidents which are not in service catalogues</td>
</tr>
<tr>
<td></td>
<td>Number of services changed based on OLA (Operational Level Agreement) or OCM (Service Level Agreement)</td>
</tr>
<tr>
<td></td>
<td>Final list depends on tool's possibilities, i.e. requirements.</td>
</tr>
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7. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
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<tr>
<td>Service catalogue</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>Service Catalogue Manager</td>
<td>Documents are kept for [...].</td>
</tr>
</tbody>
</table>

Comment [BV16]: Example of CSFs and KPIs. Each organization must develop its own CSFs and KPIs depending on organization maturity and environmental circumstances. Achievements against KPIs must be monitored and used in other processes and as a basis for improvement.

Comment [BV17]: Usually Service Catalogue Manager.

Comment [BV18]: Example: for current year (YTD) – in [tool name], otherwise archived in [tool name or place of archive].

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must least once a year.

9. Appendices

- Appendix 1: Service Catalogue
[organization name]

[job title]

[name]

[signature]

Comment [BV20]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.