

ITIL Service Catalogue from scratch



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What is the Service Catalogue according to ITIL?

If you are planning to implement the Service Catalogue...

...you need to know all the necessary elements of the Service Catalogue Management process.

There is no need to start from scratch, when a practical and proven approach to defining and creating the Service Catalogue exists.

- Defining services and Service Catalogue structure
- Important elements of the Service Catalogue
- Activities of the Service Catalogue Management process
- Implementing the Service Catalogue
- Interfaces, benefits explained and biggest challenges

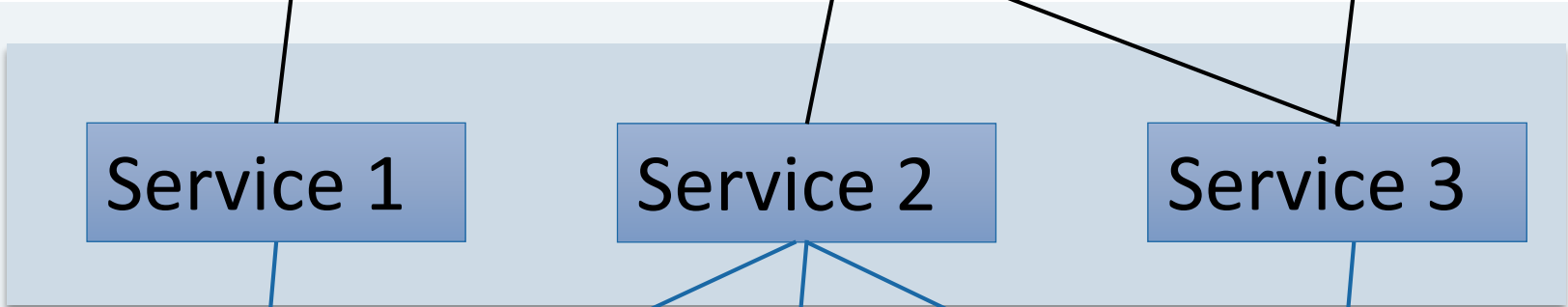


Service

IT System

Service
package

Service Catalogue

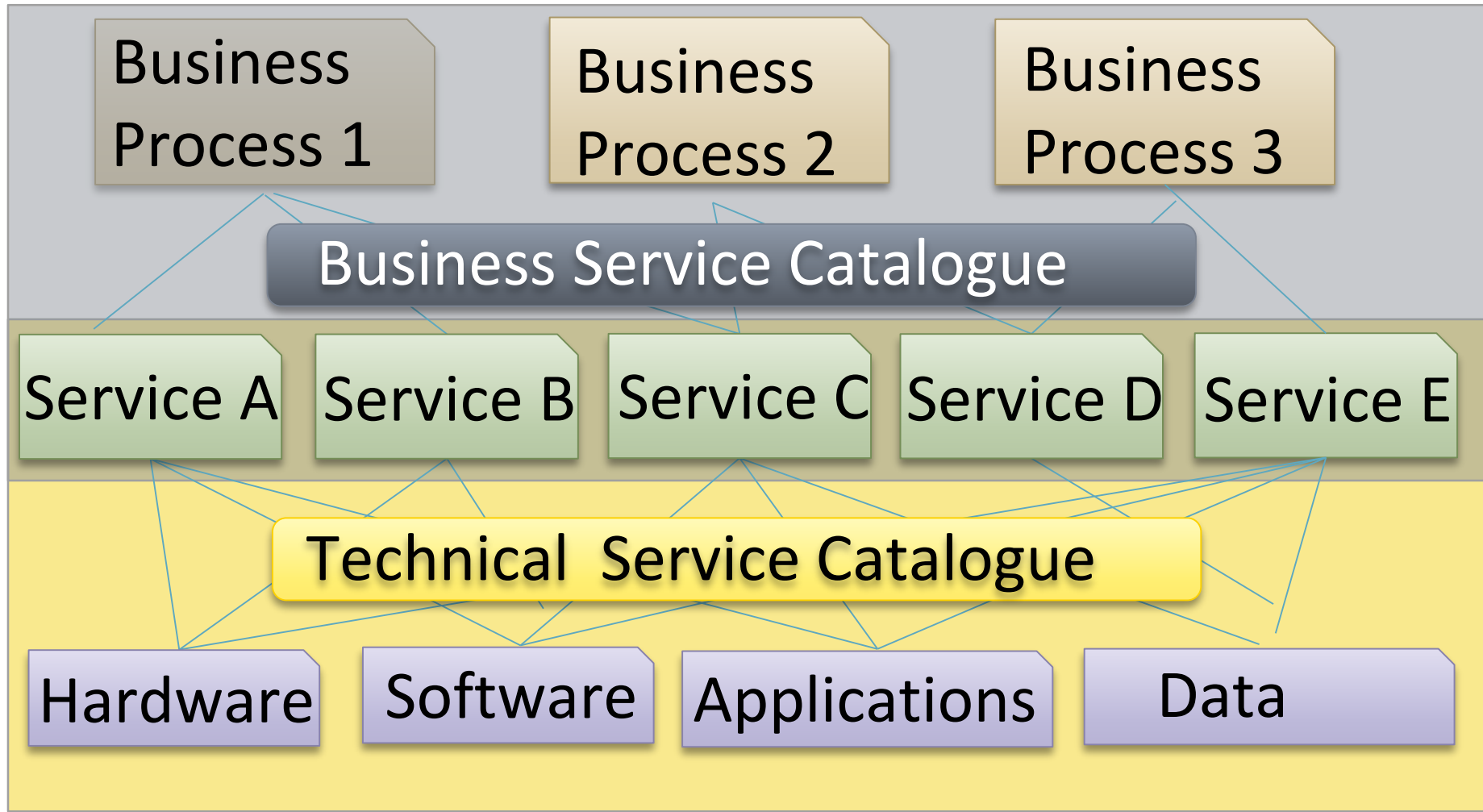


Customer-facing services



Supporting services

Service Catalogue structure



Important elements of the Service Catalogue

- Description of the services
- Interface to supporting services
- Interface to other processes
- Business impact of the services
- Service Level Management-related data

Activities of the Service Catalogue Management process

Service definition

- Agreeing
- Documenting
- Describing



Interfacing

- Service portfolio
- BRM and SLM
- Business



Producing and maintaining

- Service Catalogue

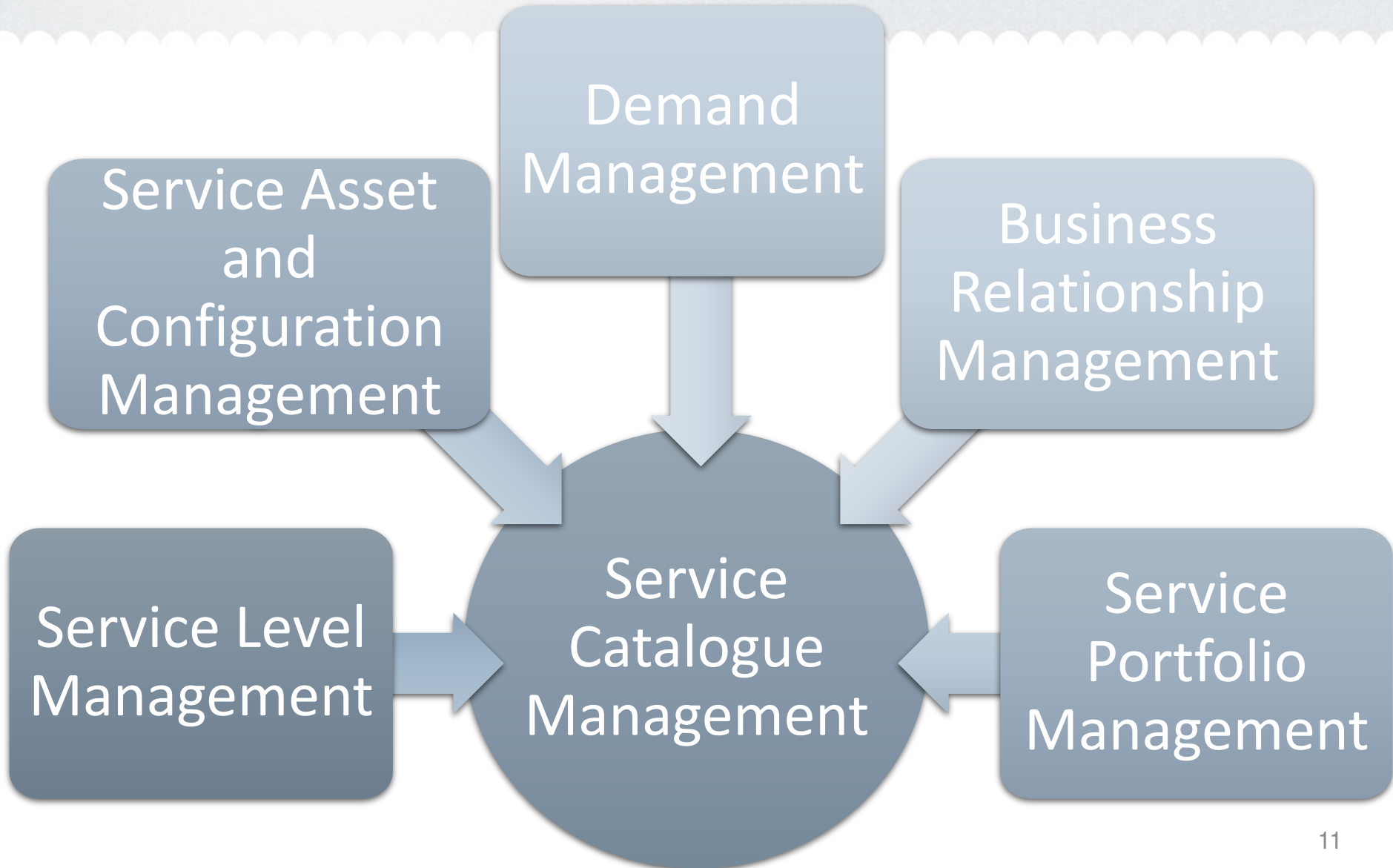
Implementing the Service Catalogue

Customer view

All aspects and details about the service

Technical view

Interfaces



Benefits explained

- Customer satisfaction
- Central source of information
- Common understanding of the services
- Marketing tool
- Improved visibility of customer-facing, as well as supporting services

Biggest challenges in Service Catalogue Mgmt. implementation

- Unclear definition of services
- Inaccuracy of data in the catalogue
- Circumvention of the use of the Service Catalogue
- Quality of the information in the Service Catalogue

Don't underestimate the importance of the Service Catalogue. It's a "shopping cart" for your customers, and their willingness to order your services depends on it.

Q & A



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Thank you!

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