

Getting Started

25 Essential Requirements for a Service Catalog

Presented By:



Getting Started

25 Essential Requirements for a Service Catalog

Ultimately, your customers want more than just a list of services.

Introduction

It is not the size of a service desk that demands options for self service. Small or large, a service or help desk typically looks for ways to become more efficient, and that is most often resolved by the creation of a Service Catalog. Many times users themselves will request an option for understanding what services are available, as well as a way to submit requests at any time.

In some cases the Service Catalog simply serves as a list with a detailed description of what each service provides. In addition, there may be instructions for how to request the service, as well as contact information directing a customer to the correct individual(s). While this does reduce time in answering certain questions, it is less indicative of a modern IT Service Management solution.

Ultimately, your customers want more than just a list of services. They want to be directed towards solutions, and have an experience that is much more similar to browsing through Amazon.com. In order for this to occur, the Service Catalog must be much more than just a list of items, it must allow your customers to read important announcements, research solutions to existing issues, report issues they experience, and when necessary, request available services. Moreover, the Service Catalog must be a central hub that can be customized for specific departments or groups of users, and will become the central point for interacting with your IT Organization.

Before you get started with a Service Catalog project, or especially if you have already started one, you will want to ask a few preliminary, or perhaps exploratory for those who have already started projects, questions. Based on the answers you provide here, you will be able to gauge the type of information that will be most important to include.

Getting Started

25 Essential Requirements for a Service Catalog

In addition, you'll have a better understanding of how your Service Catalog should integrate into the other areas of your IT Organization, and more specifically your IT Service Management tool.

Questions to Ask

- Do we have any specific customers, or departments, that need access to services outside of standard IT business hours?
- Are there any services that can only be performed during normal business hours?
- Do we have any services that require specific approvals, and have we mapped or diagrammed those?
- Will we need to partition access for specific groups of customers, and exclude (hide) specific services from those customers?
- What current IT Service Management capabilities do we have deployed (i.e. Incident and Problem Management, Change Management, and Configuration Management), and how should the Service Catalog integrate with those?

With these goals in mind, we have created the Service Catalog Getting Started Guide: 25 Essential Requirements. This help guide provides twenty-five of the most important requirements for ensuring a best-in-class Service Catalog. These essential criteria are the building blocks for a solution that will serve your customers and meet their ongoing demands while driving towards improved efficiency.

Getting Started

25 Essential Requirements for a Service Catalog

Learn More

The Learn page is the official resource center for SunView Software - a leading provider of IT service management software that enables companies to better track, manage, and control IT services across the enterprise. Based on the ITIL best practices framework, ChangeGear® allows companies to gain greater visibility into their IT infrastructure, increase security, eliminate system downtime, reduce operational costs, and ensure regulatory compliance. SunView Software is a privately held company based in Tampa, Florida.

Visit: www.sunviewsoftware.com

ChangeGear – Help Desk

(Incident and Knowledge Management)

ChangeGear – Service Desk

(Incident and Problem Management)

ChangeGear – Change

(Change and Release Management)

ChangeGear – CMDB

(Configuration Management)

ChangeGear – Service Request

(Service Request Management)

ChangeGear – Service Catalog

(Self-Service & Request Fulfillment)

How to Use This Guide

- Read through the list of twenty-five key requirements.
- Starting with a score of 100, subtract 4 points for each

Getting Started

25 Essential Requirements for a Service Catalog

requirement you are missing.

Threat Level	Score	Description
Warning	92-99	Your solution is incomplete.
Elevated	80-91	Your solution lacks major functionality.
Imminent	< 80	Your solution prevents visibility to your IT infrastructure.

25 Requirements for a Service Catalog

A Service Catalog must...

1. Align to the best practices and recommendations of ITIL, integrating that foundation in workflows, processes, and automation.
2. Allow electronic access via an intranet or the Web.
3. Integrate with other major IT Service Management components, including: Service Desk, Change Management, and Configuration Management (CMDB).
4. Ensure that access is secured, allowing you to separate users by specific roles and teams.
5. Include a mechanism for including mandatory fields as part of a fully-customizable form creation.
6. Provide a wide range of reports out-of-the-box, as well as options for creation, design, and customization of reports based on any field.
7. Have reporting options that include automated creation and distribution, as well as specification for management-only reports.

Getting Started

25 Essential Requirements for a Service Catalog

8. Record an audit log of all updates and changes, making sure to attach the account that made the change, and for very advanced systems, record both the previous and current contents of any fields that have been changed.
9. Inform users and IT staff through the use of automated notifications and escalations.
10. Place specific attention on providing an area to describe services, as well as providing simple tools for quick and easy modifications/updates.
11. Include a mechanism/process for grouping services into relevant topics, including but not limited to specific customers, departments, or services.
12. Allow users to search for available services in a search engine, similar to functionality seen in popular web searches like Google® or Microsoft® Outlook.
13. Separate technical items from those related to service, through a specific and unique interface for IT staff.
14. Support the ability to modify the look and feel (theme) of the catalog by customer, allowing the catalog to be customized to your organization's standards.
15. Have the ability to attach related documents and services to each service item.
16. Provide a way to designate popular or common services and display them in a special easy-to-access area of the Service Catalog.
17. Enable service requests to be automatically routed through the Service Catalog Portal, and then on through a customizable routing, notification, and approval processes.
18. Link service items to accompanying SLAs to allow users

Getting Started

25 Essential Requirements for a Service Catalog

to see targeted time-to-resolve.

19. Have the ability to associate costs to service items for cost tracking.
20. Support a view of popular KB articles and link to the full knowledge base for further information.
21. Have a mechanism for creating and publishing announcements which can be limited by user, group, team, etc.
22. Ensure customers have quick, simple, and intuitive access to submitted service requests through a “My Service Request(s)” component, or similar feature.
23. Provide alignment between specific business agreements and the associated services.
24. Facilitate the creation of new services through templates featuring customizable forms and easy to use drop downs.
25. Allow integration of request fulfillment by interfacing with other modules of the IT Service Management system (i.e. Change Management), as well as external applications.