

Service Catalogue



Front Metrics Technologies
Business IT Integration

Creation Date

Notes:

- The following template is provided for writing a Service Catalog document.
- [Inside each section, text in green font between brackets is included to provide guidance to the author and should be deleted before publishing the final document.]
- Inside each section, text in black font is included to provide a realistic example.
- Inside the example, text in underlined, blue font indicates a possible hyperlink to a report or document.
- You are free to edit and use this template and its contents within your organization; however, we do ask that you don't distribute this template on the web without explicit permission from us.

Document Control

Preparation

Action	Name	Date

Release

Version	Date Released	Change Notice	Pages Affected	Remarks

Distribution List

Name	Organization	Title

Table of Contents

1. INTRODUCTION	4
1.1 Purpose.....	4
1.2 Scope.....	4
1.3 Definitions, Acronyms, and Abbreviations	4
1.4 References	6
1.5 Overview	6
2. BASIC INFORMATION	7
2.1 Business Units.....	7
2.2 Categorization of Services.....	7
2.3 List of services	8
3. SERVICE TEMPLATE	10
4. SERVICE CATALOGUE	12
4.1 Storage Services	12
5. ANNEX	15
5.1 List of Tables	15

1. Introduction

[A Service Catalogue is a database or structured document with information about all live IT services, including those available for deployment.]

There are several ways companies use to implement a Service Catalog. Some companies use structured spreadsheets, others build customized databases and others acquire integrated Service Management tools. Even if you are about to implement one of the last two options, it is recommended to start modeling the Service Catalog by using tables.

There are some basic steps to start building a Service Catalogue:

- Collect information about Business Units and Services.
- Determine what is important to define a service.
- Determine dependencies.

This document is a template for building a Service Catalogue.

In this first section you might provide the purpose, scope, definitions, acronyms, abbreviations, references, and overview of the document.]

1.1 Purpose

[Provide a brief description of the purpose of this service catalog.]

This document contains the updated Service Catalogue for the IT Service Provider organization, i.e., an structured document with information about all live IT services, including those available for deployment.

Change to this document should be raised through a Request For Change (RFC).

1.2 Scope

[Describe on which locations the Service Catalogue will be applied and the extent of the document itself.]

This document applies to all the services currently been provided by the IT Service Provider Organization.

1.3 Definitions, Acronyms, and Abbreviations

[This section provides the definitions of terms, acronyms, and abbreviations required to understand this document.]

Term	Definition
Availability	Ability of an IT service or other configuration item to perform its agreed function when required.
Backup	Copying data to protect against loss of integrity or availability of the original.
Business Impact Analysis	The activity in business continuity management that identifies vital business functions and their dependencies.
Business Unit	A segment of the business that has its own plans, metrics, income and costs. Each business unit owns assets and uses these to create value for customers in the form of goods and services.
Capacity	The maximum throughput that a configuration item or IT service can deliver.
Charging	Requiring payment for IT services.
Configuration Item (CI)	Any component or other service asset that needs to be managed in order to deliver an IT service.
Customer-facing service	An IT service that is visible to the customer. They normally support the customer's business processes and facilitate one or more outcomes desired by the customer.
Downtime	The time when an IT service or other configuration item is not available during its agreed service time.
Escalation	An activity that obtains additional resources when these are needed to meet service level targets or customer expectations.
Impact	A measure of the effect of an incident, problem or change on business processes.
Pricing	The activity for establishing how much customers will be charged.
Priority	A category used to identify the relative importance of something.
Process	A structured set of activities designed to accomplish a specific objective.
Request For Change (RFC)	A formal proposal for a change to be made.
Role	A set of responsibilities, activities and authorities assigned to a person or team.
Service Catalogue	A database or structured document with information about all live IT services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services.
Service Contract	A contract to deliver one or more IT services.
Service Hours	An agreed time period when a particular IT service should be available.
Service Level Agreement (SLA)	An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers.
Service Owner	A role responsible for managing one or more services throughout their entire lifecycle.

Term	Definition
Service Reporting	Activities that produce and deliver reports of achievement and trends against service levels.
Supporting Service	An IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services. Supporting services may also include IT services only used by the IT service provider.

Table 1. Definitions, Acronyms, and Abbreviations

1.4 References

[This section provides a complete list of all documents referenced elsewhere in this document. Identify each document by title and other applicable data like version, date, etc. This information may be provided by reference to an appendix or to another document.]

Name. (2012). "The Client 1". Storage Services. Business Impact Analysis.
 Name. (2012). "The Client 1". Storage Services. Service Contract.
 Name. (2012). "The Client 1". Storage Services. SLA.
 Name. (2012). "The Client 2". Storage Services. Business Impact Analysis.
 Name. (2012). "The Client 2". Storage Services. Service Contract.
 Name. (2012). "The Client 2". Storage Services. SLA.

1.5 Overview

[This subsection contains a summary of the content of the document and explains how the document is organized. You can begin with a background explaining the Service Catalogue.]

ITIL (Information Technology Infrastructure Library) is the most recognized set of Best Practices for the IT Service Management and is used by organizations world-wide to establish and improve capabilities in Service Management. One of the important recommendations given by ITIL is the need to build and maintain a Service Catalogue.

The Service Catalogue provides a central source of information on the IT services delivered by the service provider organization. It demonstrates to the customers the value that IT services are able to provide to the business.

This Service Catalogue is organized as follows:

- First, section **Error! Reference source not found.** summarizes the business units that have been identified as receiving our services, the categorization of our services, and the list of services that are currently been operated or that are ready to be deployed.
- Then, in section **Error! Reference source not found.**, a template is provided to add new services to the Service Catalogue.
- And finally, in section **Error! Reference source not found.**, every service is listed with all the relevant information filled.

2. Basic Information

[Document here the introductory steps in building the Service Catalogue.]

2.1 Business Units.

[List the Business Units receiving or about to receive the services.]

The Business Units that are receiving or are about to receive our services are shown in the Table 2. Business Units.

Company	Business Units
Client 1	All units
Client 1	Finance
Client 1	HR
Client 1	Logistics
Client 1	Procurement
Client 2	All units
Client 2	Finance
Client 2	HR
Client 2	Logistics
Client 2	Procurement

Table 2. Business Units.

2.2 Categorization of Services

[In most cases, it is better to categorize services. In that way, the Service Catalog is better navigated as hierarchy of services.]

Categories to organize services are shown in Table 3. Services Categories.

Service Categories
Application Services
Business Services
Communication Services
Hardware Services
Hosting Services
Infrastructure Services
Professional Services
Security Services

Table 3. Services Categories.

2.3 List of services

[List live services and also services ready to be deployed. Although the Service Catalogue basically target the custom-facing services, supporting services might be added as well for internal control.]

The services that are currently been provided are listed in Table 4. List of services provided.

Services	Category	Type
HR Applications Services	Application Services	Customer-facing Service
Office Applications Services	Application Services	Customer-facing Service
E-mail Services	Business Services	Customer-facing Service
Printing Services	Business Services	Customer-facing Service
Procurement Services	Business Services	Customer-facing Service
SAP Services	Business Services	Customer-facing Service
WEB Services	Business Services	Customer-facing Service
Conferencing Services	Communication Services	Customer-facing Service
Mobile Services	Communication Services	Customer-facing Service
Remote Connection Services	Communication Services	Customer-facing Service
Telephone Services	Communication Services	Customer-facing Service
Accessories Services	Hardware Services	Customer-facing Service
Desktop Services	Hardware Services	Customer-facing Service
Laptop Services	Hardware Services	Customer-facing Service
PDA Services	Hardware Services	Customer-facing Service
Printer Services	Hardware Services	Customer-facing Service
Storage Services	Hosting Services	Customer-facing Service
Virtualization Services	Hosting Services	Customer-facing



		Service
Development Services	Professional Services	Customer-facing Service
Project Management Services	Professional Services	Customer-facing Service
Service Desk Services	Professional Services	Customer-facing Service
Training Services	Professional Services	Customer-facing Service
Data Services	Infrastructure Services	Supporting Service
Network Services	Infrastructure Services	Supporting Service
Compliance Services	Security Services	Supporting Service
Identity and Access Services	Security Services	Supporting Service

Table 4. List of services provided.

3. Service Template

[One important thing in designing a Service Catalogue is to reach a common understanding on how to identify the service. In doing so, you can get a catalogue more readable to the customer. The design varies from one company to another. In the example below, the fields shown are those that are commonly used.

The Service Catalogue has two parts: the Business Service Catalog and the Technical Service Catalogue. Some companies implement only the first one and others the last one. Many companies implement a unique Service Catalogue with both parts within.]

In order to add new services to the catalogue, a template must be defined to ensure a uniform view of the services. The template for doing so is shown in Table 5. Service Template. Substitute text in the second column for the real text when instantiating a new service.

Service Name	The agreed name for the service.
Service Description	A brief description of what the service does, and the expected outcomes.
Features	Briefly outline the main features and functionalities of the service.
Service Category	Classify the service into one of the categories previously agreed. Categories are important to provides the Service Catalog with a hierarchical view of services.
Service Type	Customer-facing service or supporting service. A customer-facing service is an IT service that is visible to the customer. Typical data to be recorded are those connecting to the business, although information from the supporting layer can be recorded as well for internal use by the IT service provider. A supporting service is an IT service that is not directly used by the business, but is required by the IT service provider to deliver customer facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. Typical information to be recorded are those from the supporting layer.
Service Owner(s)	Name and contact information of the person(s) with this role.
Business Service Catalogue	
Business Owner(s)	Name and contact information of the person(s) with this role.
Business Unit(s)	Business unit(s) to which the service is provided
Business Impact	Describe the positive impact of having the service available and/or the negative impact of the opposite. The impact can be quantified by the number of users affected, the impact on each user, and the cost to the business.
Business Priority	Select from a previously agreed scale like Critical/None-critical or High/Medium/Low.
Business Contacts	Name and contact information of the key business person(s) to be contacted.

Service Level Agreement (SLA)	It is usually better to provide a link to the document with the SLA encompassing the IT service.
Service Hours	Write here the agreed time period when the IT service should be available.
Escalation Contacts	Name and contact information of the person(s) to be contacted when an escalation procedure is triggered.
Service Reports	A list of the operational reports available for the IT service.
Service Reviews	Frequency of the service level review meetings.
Security Rating	Classify according to the security level of the IT service.
Request Procedures	Describe how the service should be requested.
Pricing and Chargeback	Establish how customers are charged.
Policies	Describe any policies governing the use of of the service.
Technical Service Catalogue	
Supporting Services	List any supporting services on which the IT service depends.
Services Supported	List any service this service is supporting.
Configuration Items (CI)	List of other CI supporting the IT service, including hardware, software, application and data.

[Table 5. Service Template.](#)

4. Service Catalogue

[Add here every service with the format set by the Service Template in the previous section. In the example below, only one service is included as a sample. Add as many as you have. In the beginning, you can start with a few services and later add the others.]

4.1 Storage Services

[This service is provided as a sample. Add as many as you have.]

Service name	Storage Services
Service description	The Storage Service provides a robust combination of hardware and software for managing the needs of reliable storage for the customer's data and information.
Features	<ul style="list-style-type: none"> • Redundant Storage Area Network (SAN) architecture with iSCSI and Fibre Channel technologies. • Network Attached Storage infrastructure supporting Common Internet File System (CIFS) and Network File System (NFS). • Distributed File System (DFS) Namespace and Replication. • Disaster Recovery Support. • Scheduled and on-demand backup. • Information recovery and database recovery.
Service category	Hosting Services
Service type	Customer-facing Service
Service owner(s)	Product Manager - Service Provider Company xxx@serviceprovider.com +91 (111) 111-1111
Business Service Catalogue	
Business owner(s)	<p>CIO - Client1 Company xxx@client1.com +91 (111) 211-1111</p> <p>Director . Client2 Organization xxx@client2.org +91 (111) 311-1111</p>
Business unit(s)	Client 1 / Logistics; Client 2 / All units

Business impact	<p>The customers are deeply affected in case a failure in a storage component effect a downtime in the availability of their business services. For a detailed analysis of the financial and image costs, see the documents: (Doe, "The Client 1". Storage Services. Business Impact Analysis., 2012). (Doe, "The Client 2". Storage Services. Business Impact Analysis., 2012).</p> <p>The Storage Services provide high availability, high performance, high scalability solutions that dramatically increase reliability for the business services.</p>
Business priority	Critical
Business contacts	<p>Liaison - Client1 Company xxx@client1.com +91 (111) 211-1112</p> <p>Liaison - Client2 Organization xxx@client2.org +91 (111) 311-1112</p>
Service level agreement (SLA)	<p>See the documents: (Name, "The Client 1". Storage Services. SLA., 2012). (Name, "The Client 2". Storage Services. SLA., 2012).</p>
Service hours	Services are guaranteed 24x7x365 with an availability of 99.99%.
Escalation contacts	<p>Product Manager - Service Provider Company xxx@serviceprovider.com +91 (111) 111-1111</p> <p>Liaison - Client1 Company xxx@client1.com +91 (111) 211-1112</p> <p>Liaison - Client2 Organization xxx@client2.org +1 (111) 311-1112</p>
Service reports	Availability Reports. Capacity Reports. Service Achievement Reports. Security Reports.
Service reviews	Service review meetings are scheduled every month at the customers locations, in the days agreed by the parties:

Security rating	High
Request procedures	Additional storage capacity or change in capacity, performance or any other conditions can be requested by the Business Owners by means of a Request For Change (RFC).
Pricing and chargeback	Pricing is determined by: <ul style="list-style-type: none"> • Type of storage allocated. • Number of SAN and/or NAN ports. • Storage capacity allocated. • Number and size of replicas across LAN and WAN. • Number and size of backups. • Data retention periods.
Policies	See the documents: (Name, "The Client 1". Storage Services. Service Contract., 2012). (Name, "The Client 2". Storage Services. Service Contract., 2012).
Technical Service Catalogue	
Supporting services	Data Services; Network Services; Compliance Services; Identity and Access Services
Services supported	No
Configuration Item (CI)	See the report Configuration Information for the Storage Services.

[Table 6. Storage Services.](#)

5. Annex

[Insert here anything you may like to attach to support the document.]

5.1 List of Tables

Table 1. Definitions, Acronyms, and Abbreviations	6
Table 2. Business Units.	7
Table 3. Services Categories.	7
Table 4. List of services provided.	9
Table 5. Service Template.	11
Table 6. Storage Services.	14