



# “IT Service Catalog”

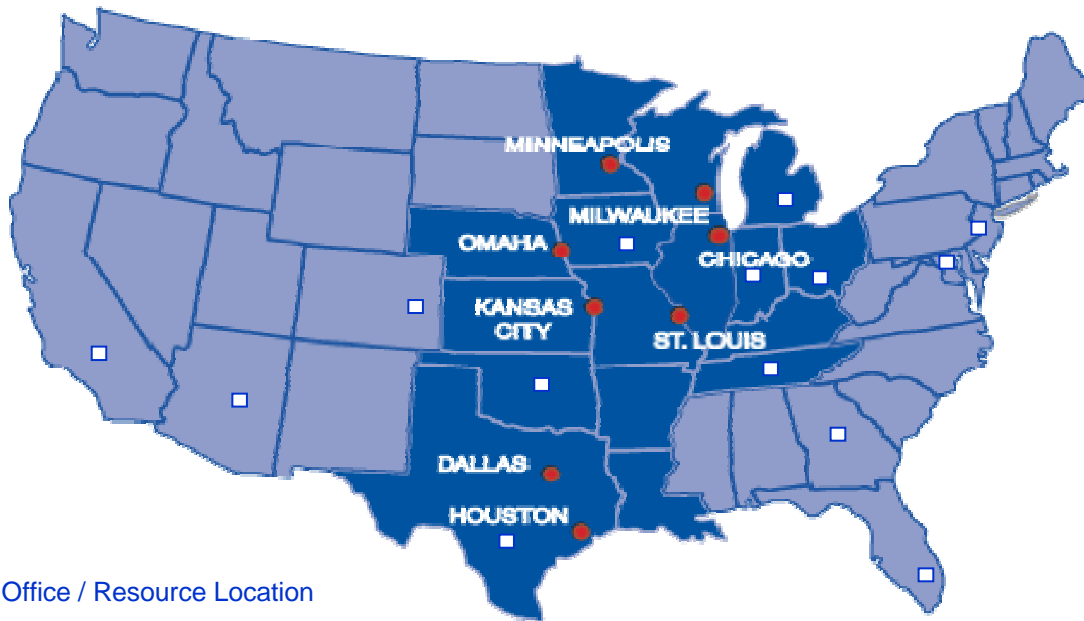
**Dennis Melchi**



# Maryville Technologies Overview



- Independent, IT professional services firm.
- Focused in the Central United States with client relationships nationwide. Corporate HQ in St. Louis, MO.
- Focus on IT Service Management and Infrastructure Engineering since company inception in 1994.
- Extensive experience working with clients in all major industry segments.



● Office / Resource Location  
□ Recent "remote" projects

- 300+ customers served in prior 12 months.
- Clients range from Fortune 500 to small, emerging businesses.
- Clients in all major industry segments.

# What is an IT Service Catalog?

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There are two:

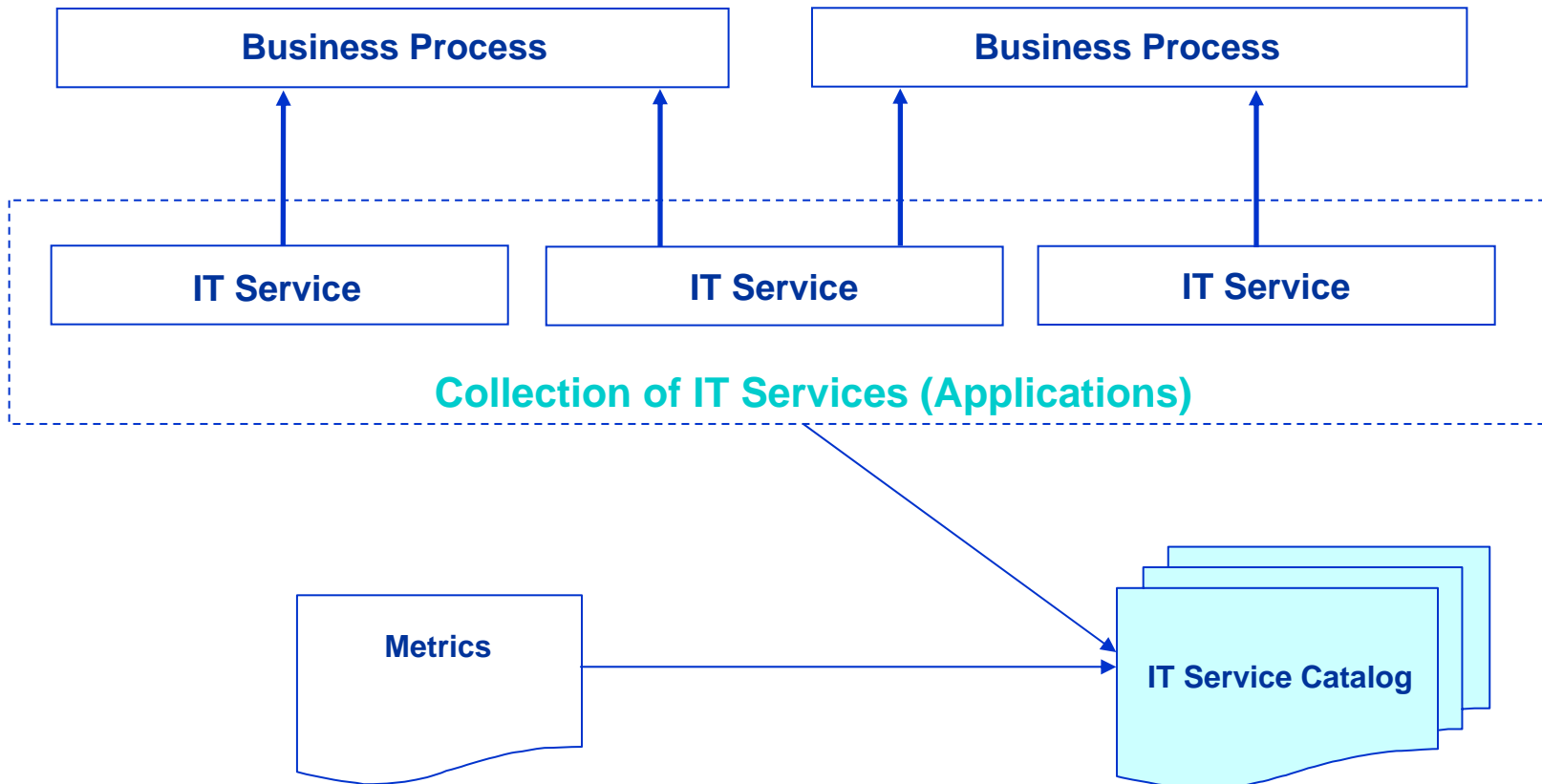
- Service Request Catalog

Directory of “services” that may be requested and then allocated to **end users**. Fulfillment is pre-defined, low risk, and repeatable.

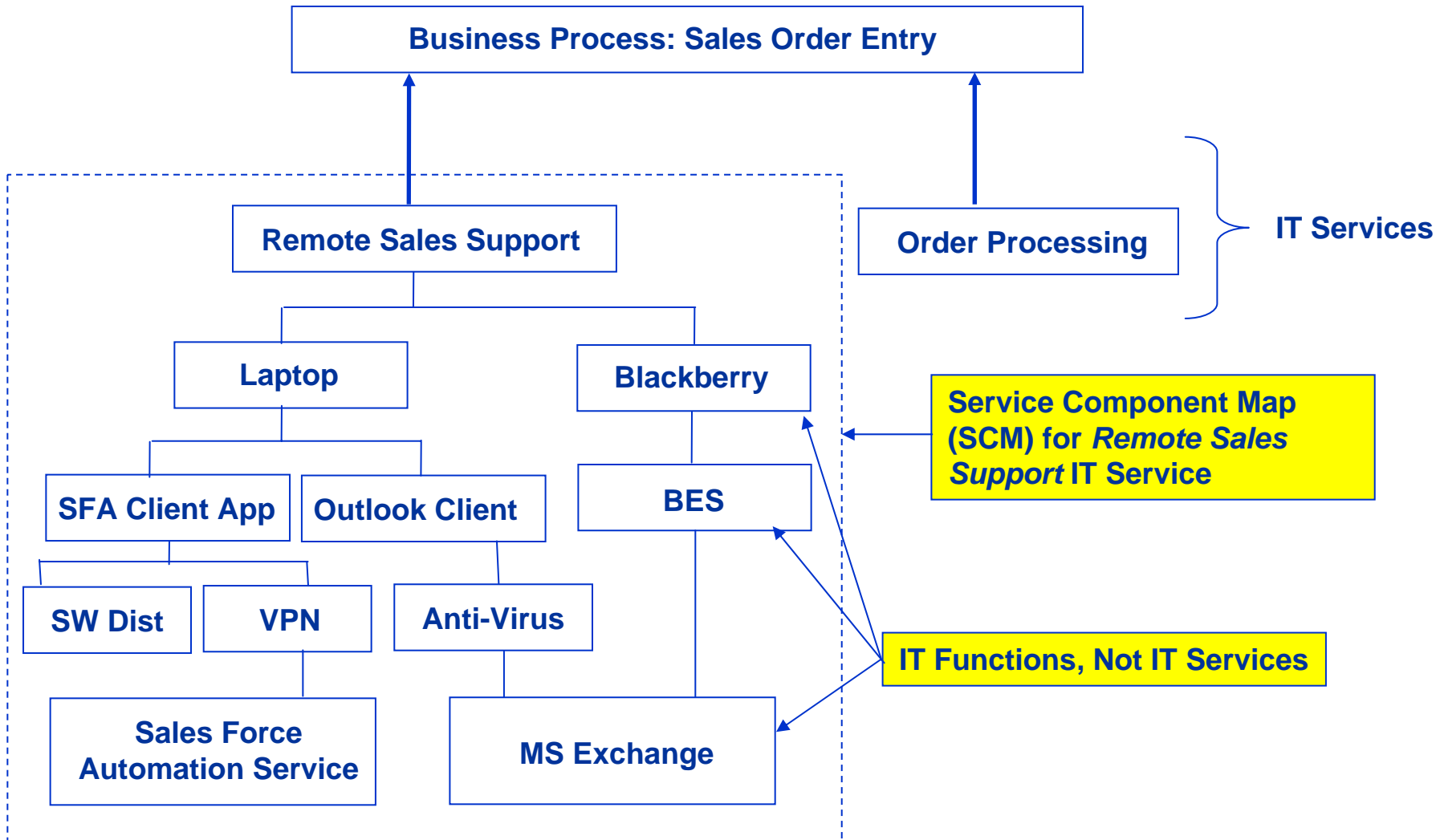
- IT Service Catalog

The IT Service Catalog is a statement by IT of the services made available to the **business**

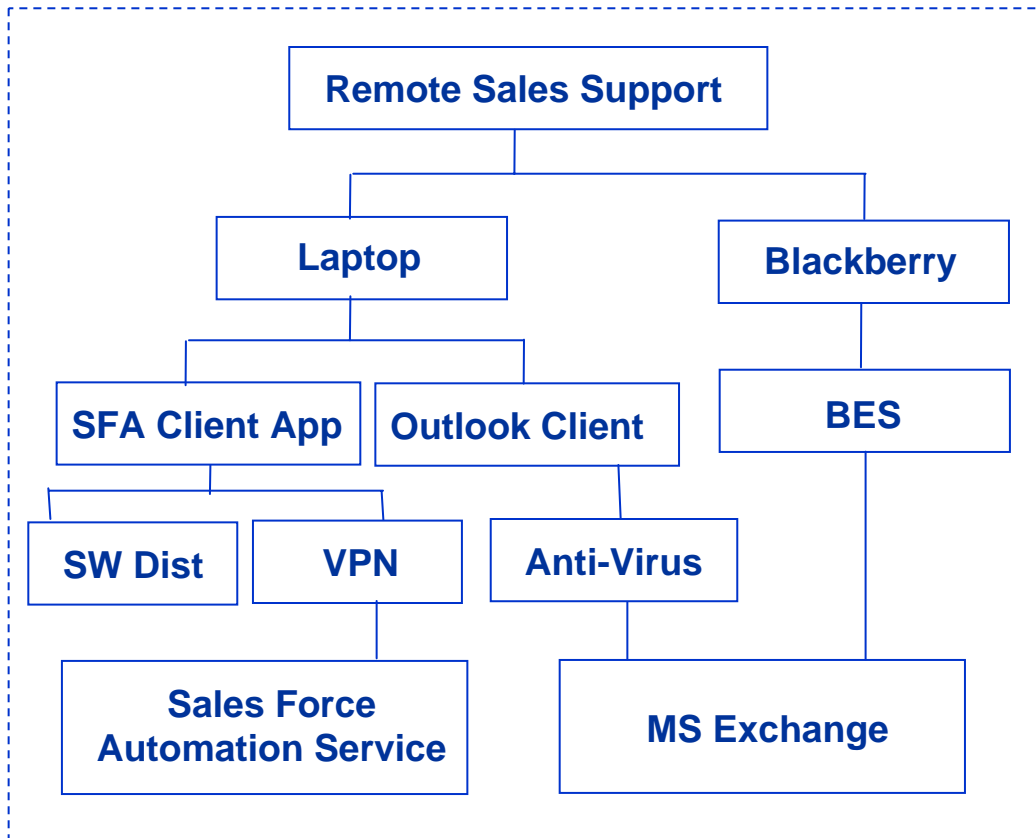
# IT Service Catalog



# An Example IT Service....



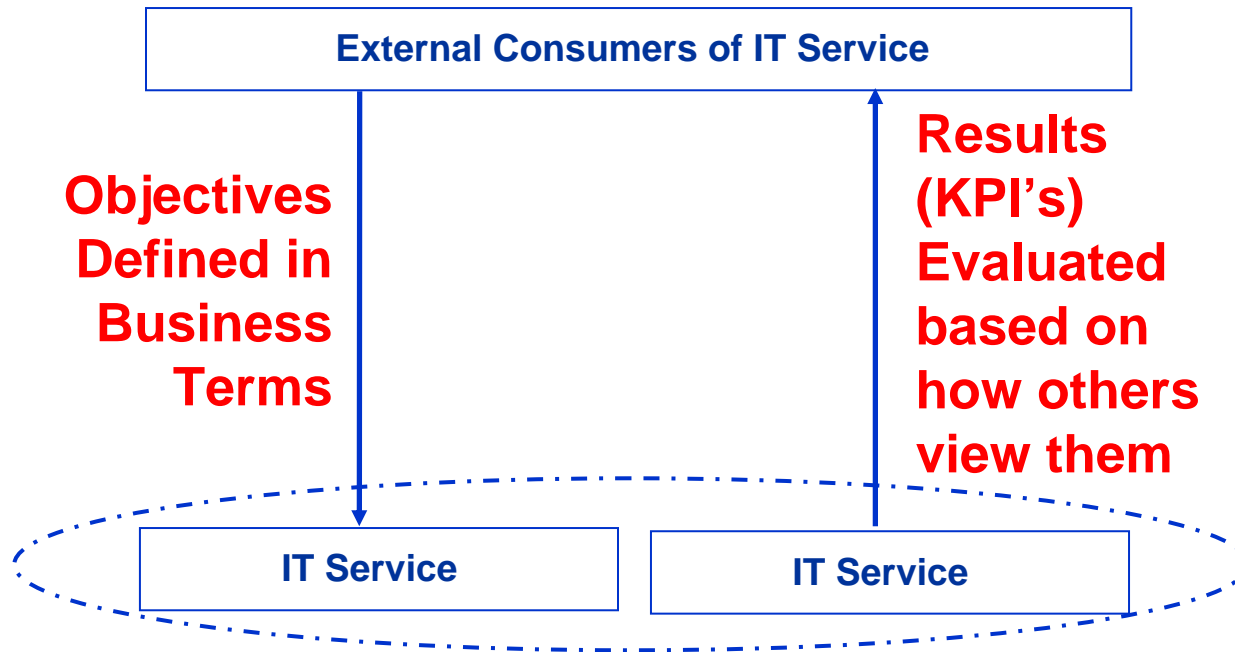
# Hallmarks of an IT Service



- \_\_\_\_\_ Business or Customer Facing
- \_\_\_\_\_ Quantifiable, Business-Oriented Objectives
- \_\_\_\_\_ Subscription Mechanism
- \_\_\_\_\_ Cost Allocation Mechanism

- IT Service is Arbitrary, Cross-Functional Organization of IT Activity Oriented to Setting Objectives and Evaluating Results of Service Delivery
- Defined IT Services may not Pre-Exist a Service Management Deployment— Rather, a Deployment may serve to define them

# Why Define IT Services?



# Who Should Be Involved In The Process?

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- IT Process owners (SLM, IM, PM, CM, RM, etc)
- Business representation or Individuals who act as IT liaison to business
- Includes both applications & operations – a service is a package

# Which Services Should be Included?

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- Top 10 approach
- Most critical IT Services
  - What services create the most revenue?
  - What services have the potential for the greatest business loss?



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## How do you create your Service Catalog that will help determine and reveal IT's value to the business?

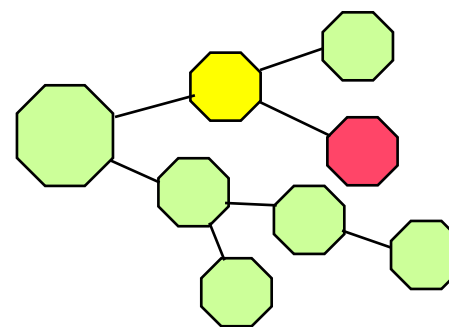
- Most critical IT Services
  - Already have the list of highest revenue producers – finance group
  - Highest loss potential – internal audit?
  
- KPIs meaningful to the business



# How to Use the IT Service Catalog?



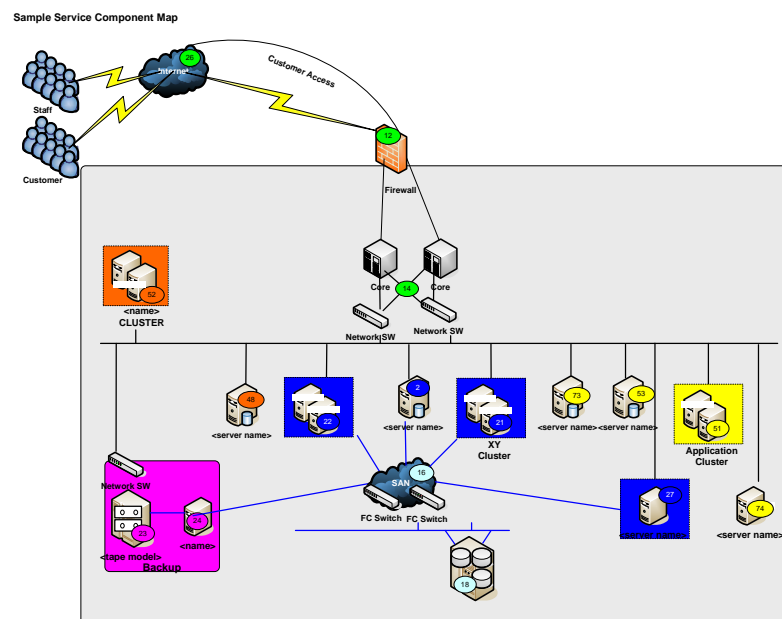
- IT Service Continuity
- Configuration Management
- Availability Management
- Incident, Problem, Change, Release Management



**Risk of Publishing: Expected to measure and deliver**

## Prioritized List of IT Services

## Build Service Component Maps for each IT Service



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# Thank You