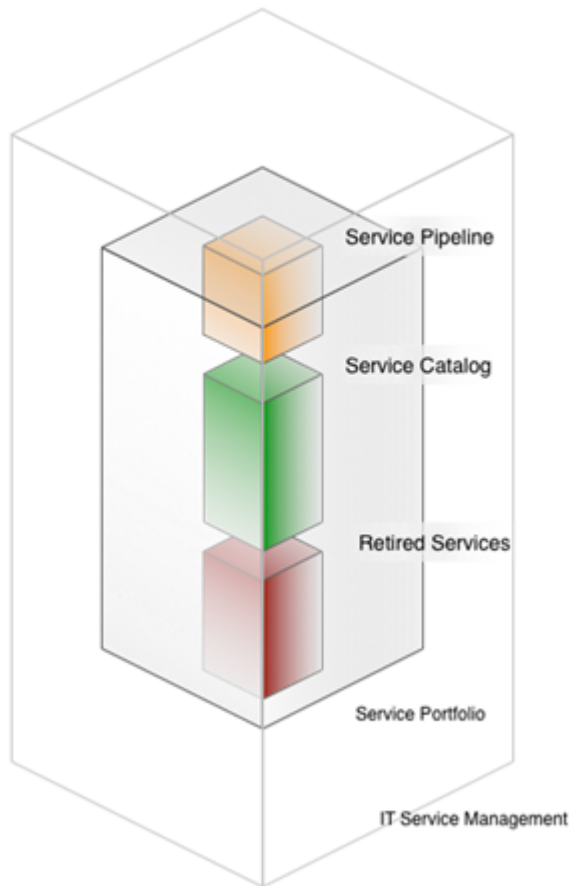


# Service Catalog Management



Karalee Woody, Executive Director  
UW-IT Customer Service & Support

Process Owner  
Service Catalog Management

# Service Catalog Management

## What is Service Catalog Management?

The objective of *ITIL Service Catalog Management* aims to ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally. Service Catalog Management provides vital information for all other Service Management processes: Service details, current status, and the services' interdependencies.

# Service Catalog Management

## What is the Service Catalog?

A database or structured document with information about all available IT Services. The Service Catalog is the only part of the ITIL Service Portfolio published to customers, and is used to support the sale and delivery of IT Services. It includes information about deliverables, prices, contact points, ordering and request processes.

- **Organize** our Services
- **Knowledge Management** for routing requests to SMEs
- Enable leadership to create a **service-oriented enterprise**

# Service Catalog Management

## Service Catalog Management Team

- Process Owner - Karalee Woody
- Process Managers - Michelle Martinez, George Dean
- Process Team - Lynetta Holifield, Gary Prohaska

# Service Catalog Management

## Background

- 2008 - Catalog created
- 2011 - Catalog revised
- 2014 - Initial IT Service Management (ITSM) Implementation Project

# Service Catalog Management

The UW-IT Service Catalog - As Is state

<http://depts.washington.edu/uwtscat/>

Often confused with IT Connect

<http://www.washington.edu/itconnect/>

# Service Catalog Management

## Initial ITSM Implementation Project

- Define Services List
- Identify Assignment Groups

# Service Catalog Management

## Define Service Structure

- Seven Strategic Categories
- ~30 Business Services
- ~150 Service Offerings



# Service Catalog Management

## Business Service

A logical grouping of service offerings that benefit from being managed as a group. A business service should contain at least four service offerings and have an annual of at least \$1M

## Service Offering

A UW-IT Service Offering is a means of delivering value to our customers by facilitating outcomes they want to achieve without the ownership of specific costs and risks. It includes a provider offering to perform tasks/activities to a certain specification and a customer willing to accept the Service as is, or to request and specify a modification. Additionally, it includes these attributes:

- Is orderable
- Is well-defined in terms of delivery, maintenance, and support
- Has measurable metrics (capacity, performance, relevancy, satisfaction, cost)
- Has a budget of at least \$200k

It may also include *choices* and *features*

# Service Catalog Management



There are seven Service Categories, aligned with our Strategic Goals:

- Teaching and Learning
- Research
- Administrative Systems
- Infrastructure
- Collaborative Systems
- Enterprise Risk Management
- IT Management

# Service Catalog Management

## Examples:

### Collaborative Systems

- Phones and Voice
  - Mobile Technology
  - Telephones
- Productivity Suite
  - Catalyst Web Tools
  - MyUW

# Service Catalog Management

## Current ITSM Implementation Project

- Presentation Layer
  - From Drupal to WordPress
  - Adopt IT Connect look and feel
  - Content update
    - Spin off a separate project
- Self-service forms
  - Actionable in UW Connect

# Service Catalog Management

**Questions?**