PRocess description

Information Technology

Unit name goes here

Service Catalogue Management

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# Purpose

This document is a description of the Service Catalogue Management process, designed to give actors within the Process the knowledge and understanding required to carry out their duties in a controlled manner.

## Process Owner

The Process Owner for this process is a Business Partner

## High Level Overview of the Process



### Goals and Objectives

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

### Key Performance Indicators

*Outline the Key Performance Indicators (KPIs) and the targets for the process.*

|  |  |  |
| --- | --- | --- |
| KPI/Metric | KPI | Definition |
| KPI | Increase in the number of recorded Services. | Increase in the number of Services recorded and managed within the Service Catalogue, as a percentage of those being delivered in the live environment. |
| KPI | Reduction in the deviances from the real world | Percentage reduction in the number of variances detected between the information contained within the Service Catalogue and the ‘real-world’ situation. |

### Interdependencies

|  |  |  |
| --- | --- | --- |
| PRocess | Internal/External | Dependencies |
| Service Level Management (SLM) | Internal | This process negotiates specific levels of Service Warranty which is reflected in the Service Catalogue. |
| Service Asset and Configuration Management (SACM) | Internal | This process integrates with Service Catalogue Management to ensure that the information in the Configuration Management System (CMS) are appropriately linked. This process is not yet in place. IT is due to be completed by January 2016. |
| Service Portfolio Management | Internal | This process determines the services that will be chartered and eventually enter the Service Catalogue. This process is not yet in place. IT is due to be completed by January 2016. |

### Roles and Responsibilities

*Describe each role within the process and what they are expected to do.*

| Role | Role Description |
| --- | --- |
| Process Owner | The Process owner is responsible for ensuring that a process is fit for purpose and the design, and continual improvement of the process and its metrics. The Process Owner also provides a governance role for when a problem becomes blocked within the process. |
| IT Business Service Owner | The IT Business Service Owner owns the Service that appears in the Service Catalogue. They are responsible for maintaining the information in the catalogue to ensure that it is accurate and up to date. |
| ITEO | The IT Engagement Officer is responsible for identifying the Service Descriptions that are due to be reviewed and also updating the catalogue when required. |

*Include a RACI Chart in the Appendices*

### Checklists and Forms

*Provide links to any checklists or supporting documents that are needed to complete the process activities.*

|  |  |
| --- | --- |
| NAme | Link |
| Service Description Template |  |

# Detailed Description

A key of the different Process shapes and their meaning can be found in Appendix 3.

## Service Definition

The aim of this sub-process is to identify new or changed services and either define the service or make updates to existing Service Descriptions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
| 1 | Process Owner | New or changed requirements are identified by triggers from Change, BRM or Service Catalogue Review. |  |  |
|  | Process Owner | Is it a change to an existing Service? If yes, go to 3. If no, go to 2. |  |  |
| 2 | Process Owner | Identify the appropriate IT Business Service Owner for the new service. |  |  |
| 3 | IT Business Service Owner | Produce the Service Description, using the Service Description (SD) Template, or make any changes to the existing SD. |  |  |
|  | Process Owner | Is the Service Description accurate and of an acceptable quality? If yes, go to 4. If no, return to 3. |  |  |
| 4 | Process Owner | Publish the Service Catalogue. |  |  |

## Service Catalogue Production

This sub-process aims to take the published Service Descriptions, ensure their accuracy, and advertise them in a place that is accessible by all stakeholders

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
| 1 | Process Owner | The SD’s are gathered together so that they can be published to the on-line catalogue. | Service Descriptions |  |
| 2 | ITEO | The relevant data that is needed to create the online catalogue is extracted from the SD’s. | Service Descriptions |  |
| 3 | ITEO | The High Level Details are produced |  | Draft online catalogue |
| 4 | Process Owner | The draft catalogue is reviewed to ensure accuracy, consistency and completeness. If required, a review can be requested from the Service Owner. | Draft online catalogue |  |
|  | Process Owner | Does the draft catalogue meet the quality criteria? If yes, go to 5. If no return to 3. |  |  |
| 5 | ITEO | Publish the Service Catalogue to the website. | Draft online catalogue | Published online catalogue |

## Service Catalogue Review

The aim of this sub-process is to ensure that the Services within the Service Catalogue are up to date and accurate. It does this by carrying out regular reviews of the Service Descriptions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
| 1 | ITEO | Check which services are due for a review and produce a list for the Process Owner to review | Service Descriptions | list of Service Description review dates |
|  | Process Owner | Does a SD need to be reviewed? If yes go to 2. If no, End. |  |  |
| 2 | IT Business Service Owner | Review the SD and determine if it needs to be updated. | Service Description |  |
|  | IT Business Service Owner | Does the SD need to be updated? If yes, go to the Service Definition sub-process. If no, End |  |  |

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# Contributors

The following people have contributed to the production of this Process Description, either through involvement in Workshops and/or reviewing the subsequent draft descriptions.

|  |  |
| --- | --- |
| NAme | Name |
| Jo Mortimer | Ryan Kennedy (Review Only) |
| Ian Bland (Review Only) | King Wong (Review Only) |
| Neil Blanchonnet (Review Only) | Mark Collett (Review Only) |

# Version control

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Reviewed | Approved by | Approval date |
| 0.1 | Workshop Group | - | - |
| 1.0 |  | John Leary | 12/08/2015 |

# Next PRocess review

The next Process Review is scheduled for [***ENTER DATE***]

# Appendix 1

## Service Improvement Plan

*Include a link to the Service Improvement Plan for this Process.*

The following link will take you to the current Service Improvement Plan:

[***ENTER LINK HERE***]

# Appendix 2

## RACI Chart

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Activity | Process Owner | Customer | Users | Technical Service Owner | Service Level Manager | Business Relationship Manager | Service Catalogue Manager |
| Service Catalogue Support | A | I | I | I | I | I | R |
| Service Catalogue Review | A | C |  | C | C | C | R |
| Identification of New/Changed Services | A | C |  | C | I | I | R |
| Service Package Definition | A |  |  | R |  |  |  |
| Review and Publish | A |  |  |  |  |  | R |

# Appendix 3

## Key to Process Diagrams

