

Creating a Useful Service Catalog

Developing and Creating Useful Service Catalog

Introduction

The service catalog is a strategic tool to achieve effective management of the outsource relationship for both customer and MSP. A service catalog is core to implementing a successful MSP relationship. It's the cornerstone to IT's relationship with its customers. Therefore you must have it and control it. That can't be outsourced! A good and well defined Service Catalog should define how IT components enables or disables a business process. It should be able to present how IT is assembled into services and could be utilized by the organization Business.

Workshop Outline

- ✦ how to design and implement a best practice IT Service Catalog
- ✦ how to develop and document Service Level Objectives
- ✦ what are the critical success factors for deploying and managing a best practice Service Catalog
- ✦ how to identify and qualify the type of services that will be defined under the Service Catalog

Participants Will Learn

- ✦ The differences between Service Catalog theory and reality
 - ✦ Why the Service Catalog needs to be integrated with other key disciplines in IT service management
 - ✦ The role of the Service Catalog in enabling Service Level Agreements and Operating Level Agreements
 - ✦ How Service catalogs can optimize service provision to the business while reducing the overall costs of IT service support and delivery
 - ✦ The role of the Service Catalog in Request Management
 - ✦ How the Service Catalog and service based cost models enable Financial Management
 - ✦ Understand the activities and roles required to maintain the Service Catalog
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