

Service Catalogue

Workshop Outline

Contents

- Module 1 - Service Catalogue Concepts
- Module 2 - Catalogue Management and design
- Module 3 – Catalogue Technology
- Module 4 - Planning your Catalogue
- Module 5 – Justifying your Catalogue
- Module 6 –Catalogue in the Service Lifecycle

Workshop Deliverables

- Service catalogue (rough draft) and Service map
- Lean “business” canvas justifying the effort
- Executive awareness presentation
- Service Catalogue Policy with definitions
- SCM process flowchart
- Roles and responsibility statements/RACI
- Maturity Model and Implementation Plan
- Kanban board for next improvement steps

Module 1 – Catalogue Concepts (from ITIL 4)

- Service
- Service “Building Blocks”
- Resources, Products and Services
- Service Offerings, Goods, Access and Actions
 - Activity – Service
 - Activity – Top 10 End-User Services
- Service Taxonomy
 - Activity - Taxonomy
 - Activity – Service Map (high-level)
- Service Record Content
 - Activity – Catalogue Entry
 - Activity – Top 10 Catalogue Entries
- Types of Services
- Views
 - Activity – Your Views

Module 2 – Catalogue Management

- Process
- High-Level Activities
 - Activity – Catalogue Process
- Process Example Walkthroughs
- Policies
 - Activity – Policy on a Page

Module 3 – Catalogue Technology

- Basic Toolkit
- Requirements
 - Activity – Tool Maturity
 - Activity – Create a Catalogue Entry

Module 4 - Planning

- Challenges
- Risks
- Critical Success Factor 1 - Accuracy
- Critical Success Factor 2 – User Awareness
- Critical Success Factor 3 – Provider Awareness
- Service Catalogue Implementation
- Project Approach
- Next Steps
- Roles
- Generic Service Owner
- Generic Process Owner
- Responsibilities
- Responsibilities and Assignments
 - Activity - Complete the role descriptions
- Reporting: What Does Success Look Like?
- Critical Success Factors (CSF)
- Key Performance indicators (KPIs)
 - Activity – Example Report

Module 5 - Justification

- Lean Canvas
- Outcomes
- Outcomes to Benefits (Measures)
- Benefits of a Service Catalogue - Enterprise
- Benefits of a Service Catalogue – User (Consumer)
- Benefits of a Service Catalogue - General
- The Business Case
 - Activity – Convince Me

Module 6 – Service Lifecycle

- Interfaces
- The Big Picture
 - Activity – Start where you are