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ITIL SERVICE PORTFOLIO CHECKLIST

This checklist will guide the development of an IT service portfolio which will support the development of a service catalog. It will benefit management throughout the organization and IT team members by providing visibility into IT's purpose.

<input checked="" type="checkbox"/>	DEFINE SERVICE PORTFOLIO FRAMEWORK	What is the purpose of the service portfolio in your business structure? Identify how you will present the service portfolio to business customers.
<input checked="" type="checkbox"/>	EVALUATE CURRENT IT SERVICES	Review existing IT services and determine whether they are services you will continue to offer or outdated.
<input checked="" type="checkbox"/>	DEFINE IT SERVICES	Work with customer-focused stakeholders and directly with business customers to identify and describe essential IT services and their purpose.
<input checked="" type="checkbox"/>	DESCRIBE SERVICE STATE	The service portfolio will include services that are newly proposed or currently being developed (service pipeline), services that are available/active, and services that have been retired.
<input checked="" type="checkbox"/>	DESCRIBE SERVICE TYPE	All services, regardless of the recipient or provider should be included in the service portfolio. It is important to note whether the service is customer-facing and whether it is provided by an internal or external supplier.
<input checked="" type="checkbox"/>	ESTABLISH ROLES	Define who owns the service and who is responsible for managing and delivering each IT service. In addition, include the customers that utilize the service.
<input checked="" type="checkbox"/>	INCLUDE VARIATIONS AND ASSOCIATED COSTS	Be sure to include details associated with time zone, geography, pricing/charge backs, and other service-specific variations.
<input checked="" type="checkbox"/>	TEST	Select one service and a sub-set of customers to participate in a pilot program. This will allow you to adjust your approach before rolling out all services to the entire organization.

ITSM Tivoli Service Request Manager Overview

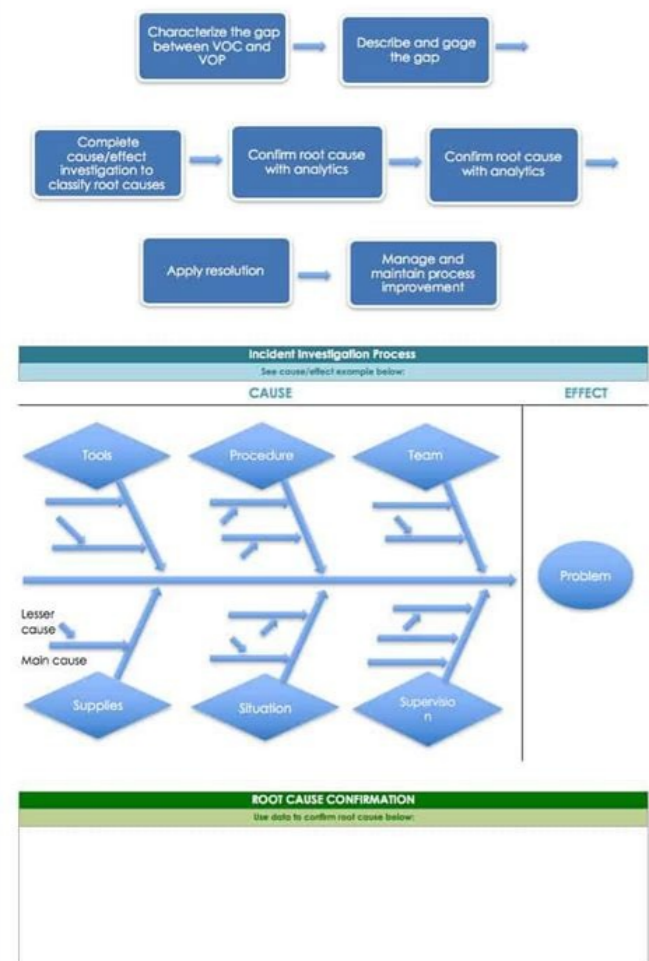
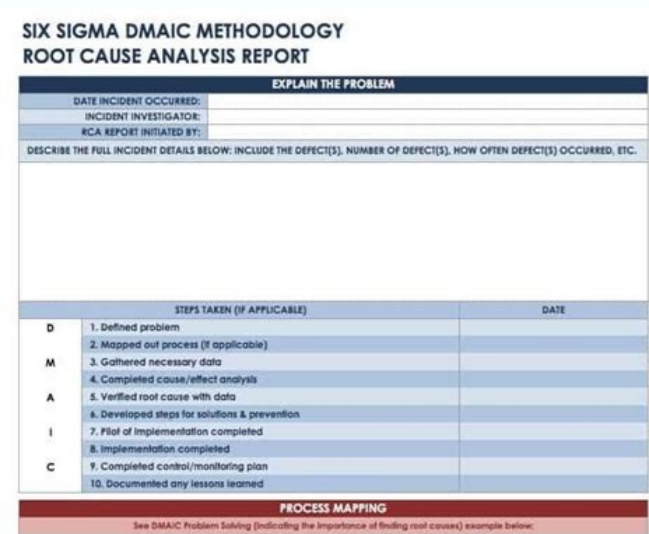
Service Catalog content – Phase 1

Service Line	Service Line Component	Service Definition
Server Systems Management	Server Management	Build New Standard Server Image Build New Standard Server Image with Middleware Upgrade Server to Place Perform Label Back Actions Server Lock Down
	DB Subsystem Support	Add Database to Server Remove Database from Server
	Middleware Support	Middleware Install and Config Office Move Print Facility Request
Individual Client Services	IMAC	Locks/Unlock ID - Change Password Locks/Unlock ID - Change User Name or Config
	Identity and Access	Locks/Unlock ID - Change/Update Account ID Request
Enterprise Security Management		Request Service Request New Site Enhancement New Network Configuration Networks Analysis Assessment Build New Server Build New Server with Middleware
Data Network Services	Operations	
Fixed Cost Service Requests		
Composite Service Examples		

ITIL® Documentation Toolkit

Please Note: Not all of these documents are required for your compliance requirements. Other existing documents may also apply. This table provides a summary of the documents, their status, and their location.

Number in the package	Document name	Released (ITIL v3 process)	Aligned with ITIL v3 guidelines
1.1.1	Agreement (Service Request Record Template)	Request Fulfillment Process	✓
1.1.2	Agreement (Change Request Form Template)	Request Fulfillment Process	✓
1.4	Problem Management Process	Problem Management Process	✓
1.4.1	Problem Management Policy	Problem Management Process	✓
1.4.2	Agreement (Problem Catalogue Template)	Problem Management Process	✓
1.4.3	Agreement (Problem Record Template)	Problem Management Process	✓
1.4.4	Agreement (Major Problem Report Template)	Problem Management Process	✓
1.4.5	Agreement (Major Problem Report Template)	Problem Management Process	✓
1.4.6	Agreement (Minutes of Meeting of Major Problem Review)	Problem Management Process	✓
1.5	Access Management Process	Access Management Process	✓
1.5.1	Agreement (Confidentiality Exception Template)	Access Management Process	✓
1.6	Business Relationship Management Process	Business Relationship Management Process	✓
1.6.1	Agreement (Customer Feedback Management Process)	Business Relationship Management Process	✓
1.6.2	Agreement (Customer Complaint Report)	Business Relationship Management Process	✓



An IT services catalog gives visibility into the services that the IT department delivers, which can change the perception of IT and its impact on the company. What are the benefits of IT (as in life) sometimes perception can make or break you. IT equipment (IT Product Catalog): All equipment provided by IT, including routers, desktops and laptops, screens, keyboards, etc. IT needs to design and fulfill an ever-evolving range of services from traditional IT to new IT and the service catalog is the portal through which this transformation must be delivered. Improved control: As many organizations strive to deliver a richer IT experience to end-users and customers, control is still paramount. IT Service Catalog in the Greater Strategy Creating your IT service catalog is just one important piece of the service delivery and service management puzzle. This results in easier coordination of business goals, as each team knows how the IT department is contributing to the greater goals. When considering these categories, you may need to include sub-categories including: CMDB relationships Supporting services and teams Service agreements (SLAs, OLAs, and UCs) How to Build an IT Service Catalog and Best Practices Now that you have identified the services, equipment, and software to include in your IT service catalog, you can begin to build the service catalog. While, from an end-user perspective, you could argue they don't need to know if certain things are dealt with internally or externally (they just want their problem to be solved or their request to be fulfilled), you need to have an all-encompassing overview to avoid users going somewhere else (shadow IT) because they assume you do not provide specific services. The IT service catalog is not unlike these catalogs of yesteryear. You can also see more examples of an EasyVista IT service catalog and learn how to build your catalog here. IT and its connection to the business goals were shrouded in mystery until the creation of an IT services catalog. Internal/external services: This is similar to the IT services listed, but if your IT department will be hiring services or support, or if users need to contact an external source of support, include this information in the catalog. For example, identify whether your IT Service Desk will offer technical support for devices used for work, but not in the catalog, or whether it will provide assistance setting up VPNs or other help setting up remote work. Step 2: Identify who the catalog will meet the next step is to identify who the catalog will serve and define the lines of business that use each service, hardware or software. Who remembers old Sears or Toys in catalogs? It is the vehicle to define, prioritize and market IT services to individuals. You may remember to search the catalog to find what you need so you can order it, or maybe you have enjoyed reading it. It lists all configuration items (CIs) with the service of the service that are operational and launched. What should be included in an IT services catalog? The creation of the service catalog can have a ripple effect, bringing positive impacts to customers who do not need to look to find out who can help them solve a specific problem. But before you start creating your IT service catalog, here are some important considerations and examples to review. Considering that in the catalog of IT services you will list the services and support you provide for these devices, here you will have an overview of the actual products that can be ordered. Elements such as shopping carts will accept the user - acceptance and a simple design environment will allow a new realization of IT processes that go beyond ITIL, to fulfill a culture of truly consumer services. Simply: The IT services catalog must be the GO-to document to find IT services, hardware, software and support. After all, after all, many have had issues with PowerPoint, needed tablet support, or needed help accessing ERP or other software and IT helps with this? IT Services: This includes everything from incident management, requests, and change to providing support for cloud-based, mobile, phone, audio and video conferencing, email, Wi-Fi support, online help, etc. Careful marketing and coordination will increase the footprint, but when used with a self-service portal that empowers your sToS functions. These services are often not included in the service catalog. By defining the customer journey and who will use the cat for what reasons, you will not be able to better meet your needs. With this group, you will work on the following aspects: Step 1: Identify the services that will be delivered. Although we have already discussed what comes into the IT services category, it is important to note that you should not identify the specific services that the IT department offers. This is a crucial step in creating a positive and memorable experience for the customer as it eliminates confusion for both the agent and the customer. When they are accessible anywhere, customers are more able to use the cat to find what they need. Other benefits of using an IT service catalog include: Clarity and simplicity for the customer or user: Giving users a structured place to find information on IT services and equipment lessens confusion when they need something to replace or have no life. Conviction in considering the ITIL Services Catalog Management, defined by AXELOS as: The process responsible for providing and maintaining the service catalog and for ensuring that it is available to those who are authorized to access it. 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To begin, let's take a look at how the Axelos dictionary defines the Catalog IT and ITIL Services: "A Database or Structured Document with Information on All IT Services live, including those available for implantation. Benefits of a Catalog of IT Services often the most important issue to answer when considering the change in the way you do things "What is there for me? Reduced costs: especially when linked to IT asset management software, a IT service catalog can reduce costs saving time and maintaining the range of which software and hardware are required, preventing Long waiting times for accurate assets. Should be included. Part of this is performed through a portal or IT self-control app that works similarly to the Knowledge Management Database. Anyway, the catalog told you exactly what to expect by mail and the store, a value center. We talked about the basics of what is a Catalog of IT services and how it can benefit your business, but the real question is in the - e e m - ". What should be included can be divided into the following categories: IT Services, IT Equipment, IT software and internal / external services. In addition, this step helps to create clearer distinctions in IT services for all members of the administration that may not be clear in expectations. Software: All software that will be available in the IT department, for example, Microsoft Office, Mainframe systems, VoIP software and even the ITSM software should be included. (If you provide service and support for these devices). Devices).



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