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5. Service Description Template

Service Name	The agreed name for the service.
Service Description	A brief description of what the service dues, and the expected outcomes.
Feetunes	Briefly outline the main leature, and functionalities of the service.
Service Category	Classify the service into one of the categories previously agreed. Categories are important to provide the Service Catalogue with a hierarchical view of services.
Service Type	Could mentacing service or supporting service. A customer facing service is an IT service that is valible to the customer. Typical data to be recorded are those connecting to the boness, although milion attor from the supporting tryer can be recorded as well for internal use by the IT service provider. A supporting service is an IT service that is not disputly used by the business, but is required by the IT service provides to deliver customer lasting services that escample, a directory service or a backup service). Supporting services in ay also include IT services only used by the IT service provides. Topical information to be recorded context from the supporting layer.
Service Owner	Name and contact information of the person(s) with this role.
	Business Service Catalogue
Business Owner(s)	Name and contact information of the person(s) with this role.
Business Unit(s)	Beariness and at the which the service is provided
Business Impect	Describe the positive impact of having the service available and/or the regative in pact of the opposite. The impact can be quantified by the number of users affected, the impact on each over, and the cost to the business.
Business Priority Business Contacts	Select from a previously agreed scale like Critical/None-critical or High/Medium/Low. Name and contact information of the key business person(s) to be contacted.
Service Level Agreement (SLA)	It is usually better to provide a link to the document with the SLA encorpassing the IT service.
Service Hours Escalation Contacts	Write how the agreed time period when the IT version should be available. Name and contact information of the person(s) to be contacted when an escalation procedure is triggered.
Service Reports Service Reviews	A list of the operational reports available for the IT vervice. Frequency of the vervice level revetwin dettings.
Security Reting	Cliently guarding to the acquire level of the iT arrand.

This document is a partial preview. Full document download can be found on Flevy: http://flevy.com/browse/document/itil-service-catalogue-template-276

PERMIT	Describe any policies governing into use or one service.
	Technical Service Catalogue
Supporting Services	Lut any supporting services on which the IT service depends.
Services Supported	List any service this service is supporting.
Configuration Rems (CI)	List of other CI supporting the IT service, including handware, software, application and data.

It Service Catalog Project Plan

Yicheng Fang

It Service Catalog Project Plan:

The Service Catalog Mark O'Loughlin, 2010-07-13 The Service Catalog means many different things to many different people However most would agree that a catalog that helps customers and users to quickly identify the services they require clearly adds value In turn this helps organizations identify key services that support business processes understand the contribution made by those services and manage them appropriately This well constructed book provides practical advice and information that will help organizations to understand how to design and develop a service catalog and to understand the role that the service catalog performs within the service portfolio Readers will gain practical information and knowledge that will help with understanding the full concept of the service catalog understanding the scope of the service catalog building an appropriate service catalog for your organization identifying the true value that the service catalog can deliver to your organization understanding services and the value that they provide to your organization and customers managing the service catalog In addition a complete service catalog schematic is provided and the service portfolio pyramid which is unique to this book is introduced showing how all the pieces of the puzzle fit together Widely researched and reviewed by some of the world's leading experts this book provides a down to earth and practical resource for not only those who are developing Service Catalogs for the first time but also for those looking to refine their services according to agreed and A Study Guide to Service Catalogue from the Principles of ITIL V3 Hank established best practice concepts Marquis, APMG-International, 2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process **Defining IT Success Through The** Service Catalog Bill Fine, Rodrigo Flores, Troy DuMoulin, 2007-02-12 The Service Catalog is a fundamental IT tool covering the services themselves default capabilities measures and primary means of access and provision In short it represents the value IT provides to facilitate business operations Written by industry experts and using real case studies this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization Services are made standard and rational leading to lower costs and increased service availability Standard service products enable forecasting of demand leading to better volume discounts from vendors and

improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog Standardization of services leads to recurrent workflows rather than relatively expensive one off Architecture and Patterns for IT Service Management, Resource Planning, and Governance Charles T. Betz, 2011-11-02 Information technology supports efficient operations enterprise integration and seamless value delivery yet itself is too often inefficient un integrated and of unclear value This completely rewritten version of the bestselling Architecture and Patterns for IT Service Management Resource Planning and Governance retains the original and still unique approach apply the discipline of enterprise architecture to the business of large scale IT management itself Author Charles Betz applies his deep practitioner experience to a critical reading of ITIL 2011 COBIT version 4 the CMMI suite the IT portfolio management literature and the Agile Lean IT convergence and derives a value stream analysis IT semantic model and enabling systems architecture covering current topics such as CMDB CMS Service Catalog and IT Portfolio Management Using the concept of design patterns the book then presents dozens of visual models documenting challenging problems in integrating IT management showing how process data and IT management systems must work together to enable IT and its business partners. The edition retains the fundamental discipline of traceable process data and system analysis that has made the first edition a favored desk reference for IT process analysts around the world This best seller is a must read for anyone charged with enterprise architecture IT planning or IT governance and management Lean oriented process analysis of IT management carefully distinguished from an IT functional model Field tested conceptual information model with definitions and usage scenarios mapped to both the process and system architectures Integrated architecture for IT management systems Synthesizes Enterprise Architecture IT Service Management and IT Portfolio Management in a practical way IT service management with FitSM Version 3 Anselm Rohrer, Dierk Soellner, 2025-06-12 html body data pb style M6ADTQF html body data pb style R6MDHK9 justify content flex start display flex flex direction column background position left top background size cover background repeat no repeat background attachment scroll In this book the authors draw upon their extensive experience in small and medium sized organizations to provide a practical and application oriented path to address the many challenges in the world of IT service management Their approach is based upon the FitSM framework distinguishing 82 concise requirements It draws upon the ISO IEC 20000 standard and the COBIT and ITIL frameworks These requirements help organizations see through the details into what is important The author's motto drawn from FitSM is keep it simple describing what needs to be done and focusing on 14 core processes reducing the size and complexity of an ITSM adoption As the authors stress those requiring more can look to ITIL COBIT or other extensive frameworks For the authors the strength of the FitSM approach lies in the focus on the requirements to be met for a functioning IT service management system supported by the maturity assessment that provides a reference point for continual improvement Continual improvement needs to be a core capability This second book on FitSM provides practical tips and advice on how to

use FitSM for small and medium sized IT service providers and IT departments This first book on FitSM might also interst you widget type Magento CatalogWidget Block Product ProductsList template Magento CatalogWidget product widget content grid phtml anchor text id path show pager 0 products count 1 condition option sku condition option value 978940181294C type name Catalog Products List conditions encoded 1 aggregator all new child type Magento CatalogWidget Model Rule Condition Combine value 1 1 1 operator type Magento CatalogWidget Model Rule Condition Product attribute sku value 978940181294C sort order position by sku CMMI Implementation Guide . Managing the Business of IT - A Management Guide Rob Akershoek Et Al., 2020-06-10 The IT4IT Management Guide provides guidance on how the IT4IT Reference Architecture can be used within an IT organization to manage the business of IT It is designed to provide a guide to business managers CIOs IT executives IT professionals and all individuals involved or interested in how to transition an IT organization to become a Lean and Agile IT service provider This book includes two case studies from Shell and the Rabobank After reading this document you should be able to Understand why the IT4IT approach is needed to improve the performance of the IT function and support the business to leverage new IT in the digital age Understand the vision scope and content of the IT4IT Reference Architecture from a high level perspective Understand the benefits of using the IT4IT Reference Architecture within the IT function Initiate the first steps to implement the IT4IT standard in your own IT organization The audience for this Management Guide is CIOs and other IT executive managers who would like to transform their IT organization to support end to end value streams Senior leaders and executives in the business and IT responsible for how IT is organized managed and improved Enterprise Architects involved in the implementation of IT management solutions within the IT organization IT professionals and consultants involved in the transition of their organizations to a new streamlined IT factory **ITIL Foundation Exam Study Guide** Liz Gallacher, Helen Morris, 2012-08-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don t want to skimp on information or preparation then this study guide is for you Agriculture, Rural Development, Food

and Drug Administration, and Related Agencies Appropriations for 2017: Commodity Futures Trading Commission; USDA Office of the Secretary; USDA Office of the Inspector General; USDA Natural Resources and Environment; Farm Credit Administration United States. Congress. House. Committee on Appropriations. Subcommittee on Agriculture, Rural Development, Food and Drug Administration, and Related Agencies, 2016 *Progress in Sustainable* Mobility Research Jorge Marx Gómez, Jantje Halberstadt, Anna Henkel, Frank Köster, Jürgen Sauer, Jürgen Taeger, Andreas Winter, David M. Woisetschläger, 2021-05-24 This book presents the outcomes of the trans and interdisciplinary research project NEMo Nachhaltige Erf llung von Mobilit tsbed rfnissen im l ndlichen Raum Sustainable Fulfilment of Mobility Needs in Rural Areas Due to demographic change it is becoming increasingly difficult for rural districts and communities to maintain a basic set of public transport services such as bus and train transit without encountering issues regarding necessary social participation sensible regional value creation and last but not least achievable environmental protection goals At the same time the demand for mobility in rural areas will continue to rise in the future e g due to the concentration of medical care facilities and shopping centres close to cities Focusing on the development of sustainable and innovative mobility services and business models this book explains how new mobility offers can be created in which citizens themselves become mobility providers To do so it combines the findings of the individual research groups with external contributions from science and practice Managing Information Technology Francisco Castillo, Korina Monoso, 2024-03-28 There are two different interdependent components of IT that are important to a CIO strategy which is long term and tactical and operational concerns which are short term Based on this distinction and its repercussions this book clearly separates strategy from day to day operations and projects from operations the two most important functions of a CIO It starts by discussing the ideal organization of an IT department and the rationale behind it and then goes on to debate the most pressing need managing operations It also explains some best industry standards and their practical implementation and discusses project management again highlighting the differences between the methodologies used in projects and those used in operations A special chapter is devoted to the cutover of projects into operations a critical aspect seldom discussed in detail Other chapters touch on the management of IT portfolios project governance as well as agile project methodology how it differs from the waterfall methodology and when it is convenient to apply each In this second edition besides a number of corrections and updates throughout the text chapter 8 on Agile Project Management replaces the former chapter 8 completely and chapter 10 on IT Security has been newly introduced as this topic has become more and more important for both management and operations during the last six years Taking the fundamental principles of IT service management and best practices in project management the book offers a single seamless reference for IT managers and professionals It is highly practical explaining how to apply these principles based on the author's extensive experience in industry Financial Management Maxime Sottini, 2017-01-01 It is now accepted that IT functions are a fundamental part of the

competitive business model Instead of simply offering services IT must create value for the business This practical title describes the strong financial skills that IT managers must have in order to support Operations Finance departments rely heavily on IT managers being able to identify track and measure costs sometimes at a very granular level Budgeting the very technical nature of IT operations means that budgeting can be more complex than many other areas Project Delivery large technical project deliveries means that costs can be correspondingly complex to account for Business Modeling pricing models rely heavily on IT managers skills and accuracy Where one service supports many commercial offerings a strong model is needed to apportion costs appropriately Investment and business cases a sound understanding of the financial contribution the IT assets make to the overall business is critical to gain support for ongoing investment This outstanding title covers the main financial concepts that managers need to be familiar with in order for IT to take its proper senior place as a contributor to the business It assumes a basic level of financial understanding and builds on the techniques required almost daily therefore it is overwhelmingly practical and based on real world scenarios Not only are the techniques fully described but issues such as roles implementation daily management and even tooling are detailed Randy A. Steinberg, 2014-01-22 Up until now no one has attempted to lay out the entire blueprint for architecting a complete IT service management supporting infrastructureuntil this book What are the supporting toolsets and technologies that need to support an IT service management infrastructure What databases need to be put into place What are all the IT service management roles and responsibilities to effectively operate this infrastructure What kinds of IT support services does almost any IT organization deliver Get it all here This book lists the CI types toolset descriptions detailed roles and activities and much more Get a firm handle on the data functions services processes organization and technologies all needed to effectively build and operate a complete IT service management infrastructure Explore approaches for reviewing and assessing your current toolsets data processes and services See where gaps might exist Find areas that might be missing tools or have too many tools doing similar functions Validate IT service management roles and activities One can put together an entire IT service management operation just from the descriptions in this book If I had to build a large IT infrastructure or data center Solutions Architect's Handbook Saurabh from scratch this book becomes my most critical reference Shrivastava, Neelanjali Srivastav, 2022-01-17 Third edition out now with coverage on Generative AI clean architecture edge computing and more Key Features Turn business needs into end to end technical architectures with this practical guide Assess and overcome various challenges while updating or modernizing legacy applications Future proof your architecture with IoT machine learning and quantum computing Book DescriptionBecoming a solutions architect requires a hands on approach and this edition of the Solutions Architect's Handbook brings exactly that This handbook will teach you how to create robust scalable and fault tolerant solutions and next generation architecture designs in a cloud environment It will also help you build effective product strategies for your business and implement them from start to finish This new edition

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responsible for IT business transformation Topics covered include An introduction to the standard and the purpose of the IT4IT work Key terminology of the standard An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts IT4IT Core which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard The Strategy to Portfolio S2P Value Stream The Requirement to Deploy R2D Value Stream The Request to Fulfill R2F Value Stream The Detect to Correct D2C Value Stream Background information The IT4ITTM Reference Architecture, Version 2.1 The Open Group, 2017-04-24 The Open Group IT4ITTM Reference Architecture Version 2.1 an Open Group Standard provides a vendor neutral technology agnostic and industry agnostic reference architecture for managing the business of IT The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain based operating model The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility The four value streams are Strategy to Portfolio Request to Fulfill Requirement to Deploy Detect to Correct Each IT Value Stream is centered on a key aspect of the service model the essential data objects information model and functional components functional model that support it Together the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle The IT4IT Reference Architecture Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone common data model context Supports real world use cases driven by the Digital Economy e g Cloud sourcing Agile DevOps and service brokering Embraces and complements existing process frameworks and methodologies e g ITIL CoBIT SAFe and TOGAF by taking a data focused implementation model perspective essentially specifying an information model across the entire value chain The audience for this standard is IT Professionals who are responsible for delivering services in a way that is flexible traceable and cost effective IT Professionals Practitioners who are focused on instrumenting the IT management landscape IT Leaders who are concerned about their operating model Enterprise Architects who are responsible for IT business transformation Topics covered include An introduction to the standard and the purpose of the IT4IT work Key terminology of the standard An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts IT4IT Core which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard The Strategy to Portfolio S2P Value Stream The Requirement to Deploy R2D Value Stream The Request to Fulfill R2F Value Stream The Detect to Correct D2C Value Stream Background information on the standard Interior, Environment, and Related Agencies Appropriations for 2011, Part 1B, 111-2 Hearings, 2010

Becoming a Global Chief Security Executive Officer Roland Cloutier, 2015-10-13 Becoming a Global Chief Security Executive Officer provides tangible proven and practical approaches to optimizing the security leaders ability to lead both todays and tomorrows multidisciplined security risk and privacy function. The need for well trained and effective executives who focus on business security risk and privacy has exponentially increased as the critical underpinnings of todays.

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It Service Catalog Project Plan Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "It Service Catalog Project Plan," published by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve into the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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