

5. Service Description Template

Service Name	The agreed name for the service.
Service Description	A brief description of what the service does, and the expected outcomes.
Features	Briefly outline the main features 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	Customer-facing service or supporting service. A customer-facing service is an IT service that is visible to the customer. Typical data to be recorded are those connecting to the business, although information from the supporting layer can be recorded as well for internal use by the IT service provider. A supporting service is an IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. Typical information to be recorded comes 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)	Business unit(s) to which the service is provided.
Business Impact	Describe the positive impact of having the service available and/or the negative impact if the opposite. The impact can be quantified by the number of users affected, the impact on cash flow, and the cost to the business.
Business Priority	Select from a previously agreed scale like Critical/Non-critical or High/Medium/Low.
Business Contacts	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 encompassing the IT service.
Service Hours	Write here the agreed time period when the IT service should be available.
Escalation Contacts	Name and contact information of the person(s) to be contacted when an escalation procedure is triggered.
Service Reports	A list of the operational reports available for the IT service.
Service Reviews	Frequency of the service level review meetings.
Security Rating	Classify exposure to the security level of the IT service.

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Policies	Describe any policies governing the operation service.
Technical Service Catalogue	
Supporting Services	List any supporting services on which the IT service depends.
Services Supported	List any service this service is supporting.
Configuration Items (CI)	List of other CI supporting the IT service, including hardware, software, applications and data.

It Service Catalog Project Plan

**Saurabh Shrivastava, Neelanjali
Srivastav**



It Service Catalog Project Plan:

A Study Guide to Service Catalogue from the Principles of ITIL V3 Hank 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

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 established best practice concepts

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 projects Architecture and Patterns for IT Service Management, Resource Planning, and Governance Charles T.

Betz,2011-09-23 IT in a World of Continuous Improvement Architecture Approach Patterns for the IT Processes Patterns for the IT Lifecycles APPENDIX A Extended Definitions for the IT Architectural APPENDIX B Fundamentals of Computing for the Business APPENDIX C Production and Services REFERENCES INDEX 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 **IT4ITM for 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 Erfüllung von Mobilitätsbedürfnissen im ländlichen 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

CMMI Implementation Guide , 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

Service Delivery Great Britain. Office of Government Commerce, 2001 Service Delivery is the second element in the new ITIL Infrastructure Library to be published Service providers need to offer business users adequate support Service Delivery covers all aspects that must be taken into consideration Issues covered include Service Level Management Financial Management for IT Services IT Service *IT 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 *Solutions Architect's Handbook* Saurabh 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 Description Becoming 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 features additional chapters on disruptive technologies such as Internet of Things IoT quantum computing data engineering and machine learning It also includes updated discussions on cloud native architecture blockchain data storage and mainframe modernization with public cloud The *Solutions Architect's Handbook* provides an understanding of solution architecture and how it fits into an agile enterprise environment It will take you through the journey of solution architecture design by providing detailed knowledge of design pillars advanced design patterns anti patterns and the cloud native aspects of modern software design By the end of this handbook you ll have learned the techniques needed to create efficient architecture designs that meet your business requirements What you will learn Explore the various roles of a solutions architect in the enterprise landscape Implement key design principles and patterns to build high performance cost effective solutions Choose the best strategies to secure your architectures and increase their availability Modernize legacy applications with the help of cloud integration Understand how big data processing machine learning and IoT fit into modern architecture Integrate a DevOps mindset to promote collaboration increase operational efficiency and streamline production Who this book is for This book is for software developers system engineers DevOps engineers architects and team leaders who already work in the IT industry and aspire to become solutions architect professionals Existing solutions architects who want to expand their skillset or get a better understanding of new technologies will also learn valuable new skills To get started you ll need a good understanding of the real world software development process and general programming experience in any language **The IT4ITTM reference architecture, Version 2.0** The Open Group, 2020-06-10 The Open Group IT4IT Reference Architecture Version 2.0 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

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 leader s ability to lead both today s and tomorrow s 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 today s businesses rely more and more on their ability to ensure the effective operation and availability of business processes and technology Cyberattacks e crime intellectual property theft and operating globally requires sustainable security programs and operations led by executives who cannot only adapt to today s requirements but also focus on the future The book provides foundational and practical methods for creating teams organizations services and operations for today s and tomorrow s physical and information converged security program also teaching the principles for alignment to the business risk management and mitigation strategies and how to create momentum in business operations protection Demonstrates how to develop a security program s business mission Provides practical approaches to organizational design for immediate business impact utilizing the converged security model Offers insights into what a business and its board want need and expect from their security executives Covers the 5 Steps to Operational Effectiveness Cybersecurity Corporate Security Operational Risk Controls Assurance Client Focus Provides templates and checklists for strategy design program development measurements and efficacy assurance

Migration Use Cases with the Migration Manager Version 7.5 Rebecca Alsop,Mohamed Amine Bourenane,Brian Davis,Bradley Downing,Vasfi Gucer,Armen Pischdotchian,Sampath Sriramadhesikan,IBM Redbooks,2013-03-22 By using the Migration Manager you can migrate configuration content from one production environment to another The typical use is to migrate configuration content from a development environment to a test environment and then on to production for the Tivoli process automation engine and its applications such as IBM SmartCloud Control Desk The goal of migration is to ensure that your production environment fully meets the needs of your users This IBM Redbooks publication is an update of the existing book Migration Use Cases with the Migration Manager SG24 7906 and covers the most common migration use cases with the Migration Manager including the capabilities that were introduced with Tivoli s process automation engine V7 5 These use cases are only a small subset of the possible migration scenarios that can be performed by the Migration Manager but they were chosen to be representative of the capabilities of the Migration

Manager In addition to these use cases the book presents a migration strategy and a comprehensive chapter about troubleshooting possible migration problems when the Migration Manager is used We strongly suggest that you read Chapter 1 Migration strategy on page 1 first before reading the other chapters This chapter give syou a good foundation for all of the migration scenarios that are covered in the book This book is a reference for IT Specialists and IT Architects working on migrating configuration content from one production environment to another by using the Migration Manager *Interior, Environment, and Related Agencies Appropriations for 2011* United States. Congress. House. Committee on Appropriations. Subcommittee on Interior, Environment, and Related Agencies,2010

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