Service Catalogue Template

# Confidentiality statement

This document contains confidential and proprietary information of the <> and <Service Provider Name> (the “service provider”), which must be kept confidential.

# Glossary of Terms

|  |  |
| --- | --- |
| Term | Definition |
| Customer facing service | IT service that is visible to customer. |
| Supporting service | IT service that is not directly used by the business, but is required by the IT service provider to deliver customer facing services. |
| Service Catalogue | A database or structured document or a portal with information about all live services with respect to cost, SLA’s, quantity, etc. |

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# Introduction to Service Catalogue Management

Service catalogue management (SCM) is the process responsible for creating, updating, and maintaining the service catalogue. A service catalogue contains accurate information on all operational services in the IT infrastructure which will act as a medium for users and customers to know about the available services in an organization.

A service catalogue briefs the information about the services, services description, its costs, and SLAs associated.

A service catalogue can be viewed from two perspectives, from the business department and from technical departments, as:

* business service catalogue
* technical service catalogue.

The purpose of SLM is to provide an accurate and updated single point of view of current/ live or operational IT services that are available for IT stakeholders.

# Service Catalogue Template

<Title and brief description of the catalogue, and the customers who can access the catalogue>

<Dates: start, end, review: This catalogue shall be valid from <date/month/year> to <date/month/year>. The validity of this catalogue will be reviewed and updated on the following dates: <date/month/year>

The below template shows the information related to a specific service that is presented in service catalogue.

|  |  |  |
| --- | --- | --- |
| Service Name: <Customer facing service name> | Service Description: <A basic description of what the service> | |
| Service Type: <Categorization structure you have established for your serve catalogue like ………………..> | Service Status: <Defines the status of service like live/ in development/ retired> | Business Process: <Business process name to which the service belongs> |
| Supporting services: <Names of the supporting services> | Business owner: <Name and job title of the business owner>  Service Owner: <Name and job title of the service owner> | |
| Impacts if service is affected: <Impact defines the number of people affected>  <Describe what would be the impact of not having this service available. >  Priority: <Priority defines the how important the service is to the customer>  <It is generally defined as High, Medium, Low> | Cost: <Defines the cost of the service>  Recurring price: <Defines the recurring price for some services>  Quantity: <Defines the quantity of items needed>  Specifications: <Defines the specifications like color, model, etc.>  Delivery time: <Defines the delivery time in days/ hours> | |

|  |
| --- |
| Escalation contacts: <Name of the escalation point and contact number> |

# Signatures

|  |  |
| --- | --- |
| For the service provider  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | For the <Customer name>  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

The service provider and the <customer name> agree to the service levels and terms outlined in this agreement.

# APPENDIX

[Insert here anything you may like to attach to support the document.]