

# 8 Steps to Developing a Service Catalogue

STEP 1: Definition of Service Families

This step establishes the 'highest' level within the Service Catalogue structure and provides a comprehensive infrastructure that supports all services with minimal anticipate revisions. Service Families should be aligned with the functional areas that they support.

STEP 2: Definition of Services within Service Families

Second step is to define the service offerings within the existing Service Family structure. The starting point for identifying services should come from work provided to customers, identified via data collected in the first workshop.

STEP 3: Mapping Services to Existing Customers

Step three focuses on mapping established services to the existing customer population, providing IT with an understanding of service demand and an opportunity to validate all of the services actually being used. Unused services are altered or decommissioned.

STEP 4: Mapping Expectations and Dependencies to Services

This step ensures that the dependent services, processes or vendor lead times are accounted for and provides the foundation for the development of OLA's and SLA's

STEP 5: Establish Operational Level Agreements

OLA's are still established, when applicable, through the development of a clear picture of a given service and its interdependencies. Once the OLA's are established, internal metrics for a given service can be captured to establish SLA's.

STEP 6: Establishment of Service Level Agreements

This step establishes an SLA for applicable services, based on gaining agreements between IT and its customers on the terms of availability of services..

STEP 7: Establishment for Cost of Services

This step establishes a cost of services, when applicable, and establishes appropriate pricing for available services based on the level of service being delivered. It involves analysis of the various services, SLA options and calculations of cost in relation to services delivered.

STEP 8: Steady State

The last step of the process defines the audience, purpose and process of the Service Catalogue. It also creates a training plan for all the users that takes into account steady state and the process for updating the catalogue. Final implementation includes the creation and delivery of a communication plan, a quarterly process for validating existing services and a yearly process to validate Service Catalogue structure and attributes.