

ITSCAT03 - IT Service Catalog Workshop

Workshop Objectives

This on-site customized IT Service Catalogue Workshop delivers the methods and guidance required for participants to develop a detailed IT Service Catalogue for their IT organization.

This workshop focuses on the implementation and management of the processes and stakeholders involved in defining and publishing an effective Service Catalog including the Customer and the IT view. The workshop will also review why Service Catalogs, Financial Management and Service Level Management are the foundation for transforming the relationship with the internal budget sponsors from one focused on cost minimization to one focused on value optimization and prudent management of costs, risks and demand for IT Services.

The participants come away with:

- A common definition of different type and category of Services.
- Consensus regarding the next steps in developing a Service Catalogue.
- An accelerated Service Catalog effort

Provided Materials

- Each student receives copies of the visual aids, exercises and templates used during the class.
- Access to our Executive Learning Center support website for question and answers, and ongoing instructor collaboration during the workshop.

Workshop Agenda

Section I

- Create template for Service Catalog
- Review IT Cost Modeling data

Section II

- Develop RACI chart
- Incorporate information from IT Cost Model into the Service Catalog

Section III

- Incorporate RACI chart information into Service Catalog
- Develop stakeholder information – customers, suppliers, users, etc.

- Develop first draft of services to be published in service catalog

Section IV

- Review SLRs, UCs and OLAs that might exist and group them by the services
- Develop capacity, availability and KPI's (key performance indicators)
- Incorporate the above information into the service catalog
- Develop a communication mechanism based on RACI chart

Section V

- Review service catalog with management
- Complete final draft Service Catalogue

Section VI

- Finalize Service Catalog and publish it
- Develop a preliminary Change Management process for the Service Catalog

Section VII

- Service Catalog customer review

Prerequisites

This workshop has no prerequisites. However it has been our experience, that the learning experience is exponential for participants that are familiar with the ITIL framework or technology management, and a degree in business or computer science.

Pricing

Visit the State of Texas DIR website for St. Edward's University at http://www.pec.stedwards.edu/dir_pricing.asp to view the following price information for the IT Service Catalog Workshop.

How to Order

You are ordering this workshop through the St. Edward's University Professional Education Center, Vendor ID 174-110-9641-900, which offers instructor-led training services to Texas governmental and public educational entities at discounted prices through DIR's "Go DIRect Program".



To order the IT Service Catalogue Workshop, do the following.

- Visit the State of Texas DIR website for St. Edward's University at http://www.pec.stedwards.edu/dir_pricing.asp
- Generate a purchase order, made payable to St. Edward's University Professional Education Center. Submit the purchase order to St. Edward's University Professional Education Center by fax at 512/795-0559 or by mail to: 9420 Research Blvd., Echelon III, Suite 200, Austin, TX 78759
- You must reference Contract Number DIR-SDD-610 and designate Mail Code #007 on the Purchase Order.