

Centralized Information Technology (IT) Service Catalog

Bassam A AL Muhayteeb

Saudi Author Dhahran, Saudi Arabia

DOI: <https://doi.org/10.5281/zenodo.7014956>

Published Date: 22-August-2022

Abstract: The main goal of IT service catalog is to have all request-able IT services in one single source, so users don't get confused whenever they need to request a service. An IT Service Catalog Process has to be established in order to apply standardized procedures to be followed by IT service owners, determine the business requirements & meet IT targets for service delivery and ensures that there is a single, comprehensive source for all services.

Keywords: IT, Service, Catalog, process, Centralized.

1. INTRODUCTION

The nature of work is regularly fluctuating, responding to fast-evolving circumstances, shaping how we appreciate the purpose of technology within our daily lives. As people rush to achieve the pace of digital evolution, businesses depend more on information technology (IT) as an essential tool, with users relying on IT departments for services to execute their duties. These services are important and should be shared with users in an accessible, organized, easy-to-comprehend manner. In other words, it is highly recommended to have IT services cataloged in a single well-known platform instead of having them scattered on different platforms. Developing an IT service catalog is the optimal strategy for ensuring users access all services on one platform.

The Purpose of an IT Service Catalog:

An IT service catalog is a single-stop resource providing users with accurate and precise data on all IT services that an institution's IT department offers. As a result, the primary goal of an IT service catalog is to have all request-able IT services in a single source, ensuring that users are not confused whenever they are requesting a service. Since an IT service catalog comprises active services currently offered, it reduces IT departments' service delivery costs and boosts user fulfilment. The level of user satisfaction improves since the service catalog allows them to request services they require and receive them without fearing the procedure of offering the services.

Furthermore, the service catalog boosts user self-service abilities, decreases management costs, and increases the user experience by offering detailed information regarding their requests. Given these benefits, we have developed an IT service catalog management process, a reference guide to be followed by all IT service owners. Our service catalog has been verified and signed by the IT management since one of the top department's initiatives is to have all request-able IT services in a single source or platform.

The Reasons for Establishing Our IT Service Catalog:

We have established the service catalog process for various reasons. Firstly, we want to develop standardized procedures to be followed by IT service owners.

Standardization means IT service owners have a reputable, time-tested approach. By standardizing processes, IT service owners will be motivated, more productive, and guaranteed quality IT services since these procedures can lower guesswork and ambiguity. Besides, standardized IT procedures decrease complexity, and IT service owners achieve different benefits

such as improved efficiency and cost savings via economies of scale.

Secondly, we have developed an IT service catalog to determine the business requirements and to fulfil IT targets for service delivery. The service catalog defines each service, including its objectives and characteristics. This intelligence matches IT services with the organization's IT department's strategy, promoting service delivery and contributing to achieving IT targets.

Thirdly, we want to ensure a single, comprehensive source for all services. A central data source on all IT department's services confirms that all users view a correct, consistent image of services, their status, and details. Thus, our service catalog is a list of IT services, simplifying the access to and administration of a specific range of accessible or available IT services.

Furthermore, the service catalog process governs the procedure of adding, modifying, and retiring any request-able IT service on the catalog. As indicated above, the primary goal of a service catalog is to simplify the procedure of making a service request. However, since users' needs fluctuate regularly, it is essential to retire, modify, and add IT services in the catalog. This process ensures that users access services that match their present-day demands. Besides, the service chart includes different roles of IT participants. Defining IT participants' responsibilities minimizes misunderstandings among service providers, improving the IT department's effectiveness and productivity.

The Process of Developing the Service Catalog:

When creating a service catalog, it is essential to integrate users' perspectives to maximize its benefits and to attain user acceptability. As an IT process management team, we shall conduct a business assessment to collect IT service owners' views, concerns, and recommendations. Besides, we shall conduct a service catalog risk assessment to identify current and possible threats facing our IT service catalog and the potential consequences should the adverse events happen. We shall negotiate approval levels with IT service owners based on the risk assessment feedback.

II. CONCLUSION

Lastly, since some IT entities may disregard the IT service catalog management process, we established an incompliance policy. The policy promotes standardized procedures as it highlights the consequences of unauthorized activities. All IT identities must adhere to the recommended IT service catalog management process to attain IT targets and to optimize IT service delivery. Moreover, since we value IT productivity and performance, we have generated a list of key performance indicators (KPIs), including the number of services managed and recorded and the number of variances identified between the real-world events and the information in the IT service catalog. Thus, we use the KPIs to evaluate and measure the efficiency of our service catalog management process.

REFERENCES

- [1] Simplilearn, "Service Catalog Management: All You Need to Know", Last updated on Aug 4, 2022.
- [2] Jacob Gillingham, "An Overview of ITIL Service Catalogue Management", Last Modified On: September 16, 2021.
- [3] Carlos Mendes1 and Miguel Mira da Silva "Implementing the Service Catalogue Management", Quality of Information and Communications Technology (QUATIC), November 2010.