

# Defining “Services” and creating a Service Catalogue

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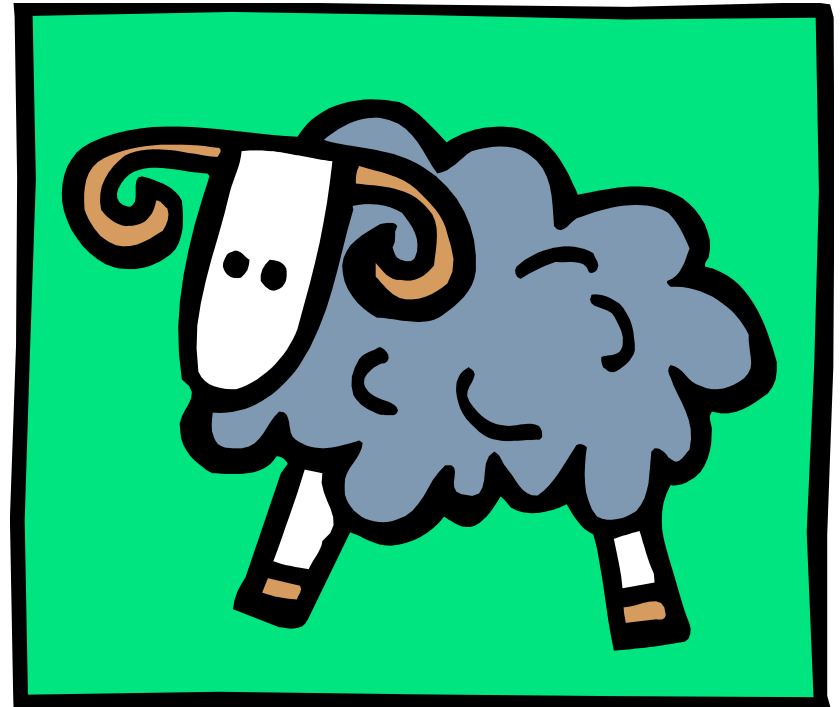
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# *Why do we need a Service Catalogue?*

- Everyone else has one?
- Best Practice?
- ITIL compliance?
- BS15000 compliance?
- COBIT compliance?
- Sarbanes-Oxley (SOX)



# *What is a Service Catalogue?*

- “Written statement of IT services, default levels & options” *ITIL Glossary*
- “... should define all services”
- “... can be referenced from the SLA”
- “... should be used to hold material considered volatile for the SLA itself”
- “ should be maintained and kept up-to-date” *BS15000*

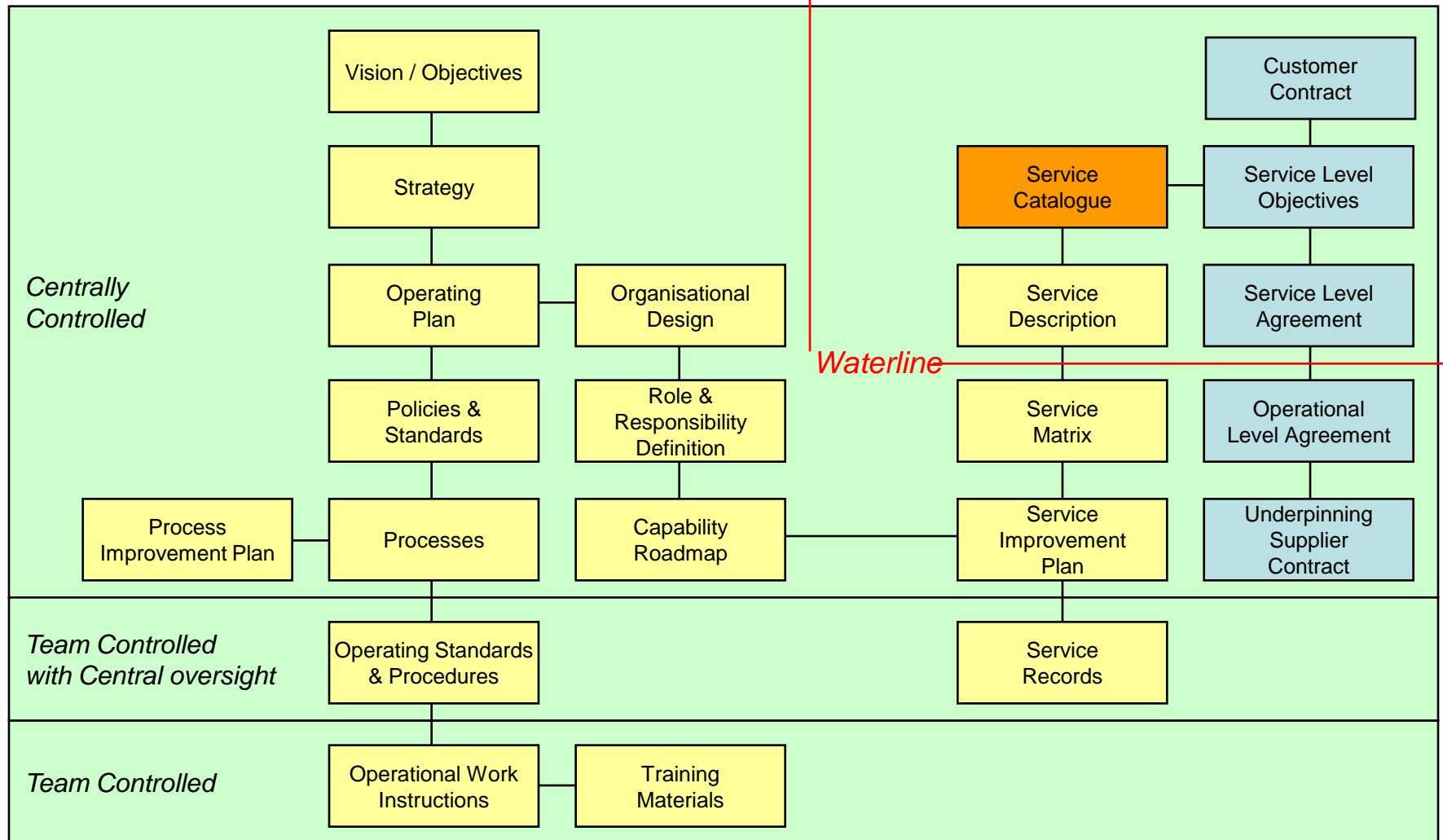
# *Benefits*

- Service Catalogues manage expectations
- Defines:
  - which services are available
  - how to request services
  - costs (optional)
  - base service levels & options
  - contacts
- Expressed in understandable terms

# *What is a Service Catalogue?*

- Name of service
- Targets
- Contact points
- Service hours & exceptions
- Security arrangements
- Key document for setting customers expectations
- Should be easily accessible

# Service Management Framework Products



- **Definitions**

- **Service Catalogue:** Written statement of IT services, default levels and options
- **Services:** The deliverables of the IT services organisation as perceived by the customers; the services do not consist merely of making computer resources available for customers to use.
- **Waterline:** The lowest level of detail relevant to the customer.

- **Purpose**

- To be used by customers as a high level view of the services available and/or delivered to them
- To be used jointly in discussions to agree what services the customers (or perspective customers) will procure from us as suppliers

- **Owner**

- Service Delivery Manager as the interface from Technology to the Customers

- **Format**

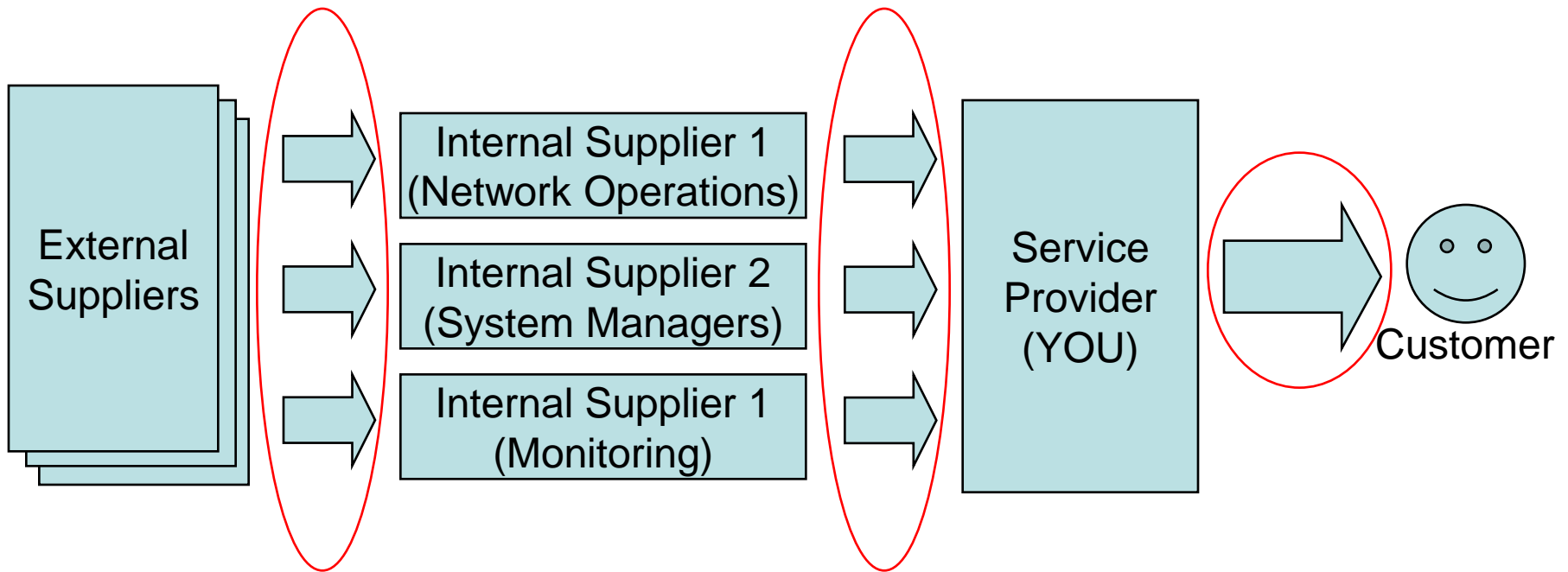
- On line, available to customers and internally through a web browser

- **Principles**

- Simple generic high-level explanation of services, default levels and options in business language
- No technical language or references to specific systems, applications or technology

# Key decisions

- How many service catalogues?



# *What is a Service?*

- Service - “One or more IT systems which enable a business process”
- System - “An integrated composite that consists of one or more of the processes, hardware, software, facilities and people, that provides a capability to satisfy a stated need or objective”
- Services - “The deliverables of the IT services organisation as perceived by the customers; the services do not consist merely of making computer resources available for customers to use”

# *What are our Services?*

- Customers viewpoint
  - Manageable number
  - Measured in business-relevant terms
    - Dibble service, system availability 99.95%, 24x7, service window 0000 to 0400 every Saturday
- or
- Invoicing service, delivering capability to produce 30000 invoices between 1<sup>st</sup> and 5<sup>th</sup> of each month, invoice accuracy 99.9%



## Billing Services

## Retail Billing

<b>Service Owner:</b>	<Name>	<b>Service Hours:</b>	24 x 7
<b>Service Criticality:</b>	0 – Mission Critical	<b>Planned downtime:</b>	Sunday 30 minutes during period 0000–0400

### Business Service Description

The end-to end management of retail customers from creation of a new customer account to customer billing. The service includes:-

- **Customer Service Management (Retail outlets/Call centres)**
  - Processing of customer account details (set up and management)
  - Processing of provisioning requests onto the network including activation, processing of service updates and changes (e.g. Voicemail, Multi-media services or call barring)
  - Customer care front end to deal with end customer queries
- **Customer call record processing**
  - Availability of virtually real-time billing information to assist with queries
- **Invoicing**
  - Production of invoices via regular or user selected billing cycles
  - Invoice printing
  - Customer Account Management (individual or grouped bills)
- **Accounts Receivable and Collections**
  - Banking and Credit Agency interfaces for payment handling
  - Management of overdue accounts

<b>Service Attributes</b>	<b>Measures</b>
Billing Service Availability	>= 99% (KPI target)
Billing cycles delivered on time (delivered by 09:00 daily)	>= 85% (KPI target)
Billing Accuracy - number over charged	< 0.004% (KPI target)
- number under or not charged	< 0.1%
-Value of events overcharged	< 0.002%
- Value of events under or not charged	< 0.05%

# Desktop Support Services

The ICT Desktop team provide the installation of Desktop Hardware and Software and manage all faults and requests for these services. The Desktop Support hours are Mon - Fri 08.00 – 18.00.

If you require a service that is not listed here, please send details of your request to [service.desk@xyz.co.uk](mailto:service.desk@xyz.co.uk)

Service	What We Do	Service Level	What We Need From You	How to Order
Hardware Fault Resolution	Exchange keyboards, monitors, or mice	8 hour replacement	Fault call raised with Help Desk	Call ICT Helpdesk on 123
	Repair desktop hardware, Printer etc	Maintenance 2 Working days		
		Warranty 3 Working days		
Software Fault Resolution	Resolve fault remotely or at desk side	Respond in 8 hours		
Install Desktop Software	Install desktop software remotely	3 working days	Completed form SD06	Email <a href="mailto:service.desk@xyz.co.uk">service.desk@xyz.co.uk</a>
	Install desktop software at desk side	5 working days		
Purchase and Install New PC	Purchase and install desktop PC with standard build	16 working days		
Purchase Laptop	Purchase and install laptop with standard build	16 working days		
Hardware Moves	Move < 5 PCs	5 working days	Completed form SDRD	



# *Suggestions & Pointers*

- Plain language
- Long enough to provide clarity
- Concise enough to manage
- Understand benefits/requirements
- Context dictates content
- Continuous improvement
- Ownership, accountability & responsibility
- Standardise
- Deliverable & measurable
- Is it a 'Service'?

# Questions?

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