

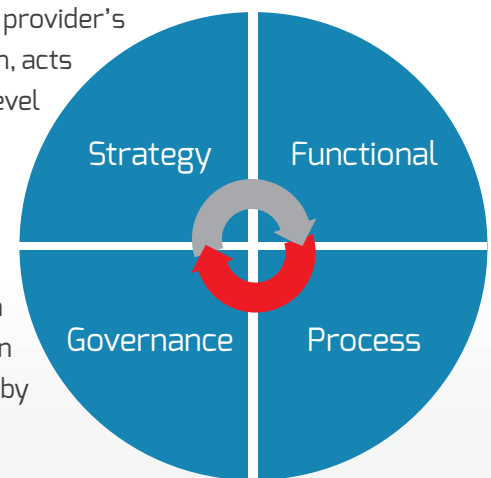
Service Catalog Request Management Workshop

High Level insight into the key benefits of a Service Catalog and practical strategies for real-world implementations.

Learn how Service Catalogs can benefit Operations, improve Business Alignment and Enhance the Customer Experience

An actionable Service Catalog is the virtual projection of a service provider's capabilities. It serves as a service order and demand channeling mechanism, acts as the acquisition portal for customers, including pricing and service-level commitments, and the terms and conditions for service provisioning.

Wherever you are in your IT Service Management improvement initiatives, making your Service Catalog operational is essential to your success. With Aprtis workshops, you will not only learn the theory of creating and using an effective IT Service Catalog, you'll also learn how effective you can be in aligning IT with the business and how your entire organization can benefit by making it actionable.



What is your Service Portfolio?

The Service Portfolio is the “spine” that connects the ITSM life cycle stages together. In this course you will learn the answer to the common question, “What is a service?,” and uncover the difference between the Service Portfolio, the Service Catalog, and the Service Pipeline. The journey begins with documenting standardized service offerings required by the business.

Defining a Service Catalog This workshop addresses the questions, “What is a Service Catalog? What does one look like? What should be in it?”

Core Service Catalog Elements—A Service Catalog may contain many different elements, which can initially lead to confusion. The course will focus on the foundational elements of an effective Service Catalog. Among the topics covered are:

- ✓ Setting appropriate expectations
- ✓ Enabling governance
- ✓ Documenting service level commitments
- ✓ Achieving consistency
- ✓ Standardizing service parameters

Value to the Business

The Service Catalog provides a central source of information on the IT services delivered by the service provider organization. This ensures that all areas of the business can view an accurate, consistent picture of the IT services, their details and their status. It contains a customer facing view of the IT services in use, how they are intended to be used, the business processes they enable, and the levels and quality of service the customer can expect for each service.

Workshop Approach and Objectives:

Both through lecture and collaborative working groups, participants will experience how:

- ✓ An effective Service Catalog works
- ✓ An actionable Service Catalog benefits not only operations, but communication with the business
- ✓ To make a Service Catalog operational
- ✓ To put Service Catalog theory into practice
- ✓ To collectively move forward and achieve your Service Catalog goals

Tailored to Your Needs

Aprtris understands that IT Service Management improvement and associated Service Catalog initiatives are different for each and every organization. Therefore, our IT Service Catalog Workshops are tailored to your specific needs. Whether you are at the beginning stages of your ITSM program, or are well into your improvements, Aprtris' works with you to cover the topics and provide you the information you need to move forward in the most effective manner. We also make the workshops available in both one and two day lengths depending on your availability.



ITSM/ITIL Benefits and Workshop Benefits

- ✓ Understand how an effective Service Catalog enhances the Business-IT relationship
- ✓ Understand the interdependencies a relationships between the Service Catalog and other ITSM / ITIL processes
- ✓ Initiate the communication and negotiation of services with the Business
- ✓ Recognize the methods to define, implement and manage a service catalog

