

Microsoft Service Catalog Design

Defining the Value of Services Provided by Your IT Department

Improve communication and alignment between IT and business units by defining the services currently operational in the environment.

The Microsoft Services Service Catalog Design offering allows you to:


- Begin building out the service catalog by defining the services offered by IT within your company
- Build out and customize the service catalog for your company after the engagement
- Establish and improve the communication between IT and business units
- Make better decisions about IT investments based on the priority of services in operation

Overview

Communicating the value of IT services to business units can be challenging when there are many different services offered and used across organizations. These services are supported by a complex array of technical components and IT groups. Even within IT departments, it can be difficult to understand the dependencies between groups and technology, and how each is interconnected. Without a simplified understanding of the services provided, business units and IT can have mismatched expectations about what is available, as well as the capabilities, quality, risks, and costs associated with service delivery. Even more problematic, because of a lack of clarity about dependencies, IT groups may not be coordinated around aspects such as ownership, service hours, and maintenance windows. Consequently, this can lead to costly outages and lost productivity. Service Catalog Design helps reduce complexity and the associated risks by providing a service catalog customized to the needs of your unique organization.

How the Solution Works

During the one-week engagement, the foundational aspects of producing a service catalog are covered. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the service catalog. In these working sessions, you will learn how to engage the right people. You will also gather information for the service catalog that is relevant to your organization. Service catalog information is then entered into a basic SharePoint template (optional) or into a final deliverable document. Proper management of the service catalog is essential to its success and, thus, is covered in-depth following the working sessions. At the completion of the engagement, you will be ready to finish building out the service catalog, manage it effectively, and customize it for your organization going forward.



Is the Service Catalog Design offering the right one for your organization?

- Do you find it challenging to articulate the value that your IT organization provides?
- Are you struggling to provide cost information to business units in a way they can understand?
- Are you able to provide a complete listing of all the services you provide to the business?
- Do you know the business impact of infrastructure service outages?
- Is knowledge of your IT capabilities limited only to the IT department or only to certain areas, regions, or business units?
- Does your organization have a one-stop-shop for information about the services and capabilities provided by IT?
- Can you prioritize which services in your organization are the most critical?

Share Information Throughout Your Company

A centralized service catalog helps share information across geographical and organizational boundaries. In today's distributed environments, it can be challenging to get information to those groups that need it most. One consolidated store of information provides end users, business executives, and IT personnel with current, consistent, and relevant information for their roles.

Get Coordinated Within IT Groups

A service catalog is an excellent way for IT groups to understand how their daily responsibilities relate to other IT groups, vendors, and most importantly to the business. With a service catalog in place, IT groups can get concrete information about service contacts, service hours, maintenance windows, and service dependencies, as well as operating level agreements (OLAs) and vendor agreements.

Talk to Business Groups in Terms They Understand

A service catalog establishes a common framework and vocabulary through which IT and business units can communicate. The service catalog can also facilitate conversation about cost, outsourcing, and other business priorities as well as provide concrete information about the value of the IT services. In addition, it is a great starting point for defining service level agreements (SLAs).

Prioritize Investments Based on Business Needs

Throughout the engagement we will discuss the critical services that are essential for your business to thrive. By identifying the most critical business needs, it becomes easier to prioritize investments in IT initiatives and the services that IT provides.

Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

For more information about Consulting and Support solutions from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com/services