

# Preparation of an IT Service Catalogue

as a sub-project of the project  
"Financial Management for IT-Services"



## The importance of the Service Catalogue

The phenomenon ITIL gains in importance evermore. The figures of companies, which implement ITIL-Processes and Service Catalogues, increase. One of the main reasons is, that in the recent years the IT infrastructures of organizations grow rapidly and often it is difficult to obtain an accurate picture of the services offered.

The main objective of a Service Catalogue is to show, how to support the client and the end-user in operation. A successful Service Catalogue helps the business to understand the value of the IT and answers the questions: 'What are the activities of IT department?' and 'How efficient is the IT?' By mapping all IT Services within a Service Catalogue the organization is able to understand and regulate the internal procedures much better.

## The Service Catalog is the vital element of IT Governance Models

The IT Service Catalog, which defines the services that an IT organization is delivering to the internal or external business users, has evolved as the vital element of IT Governance models. Service Catalog serves to align the business requirements with IT capabilities, communicate IT services to the business community and plans demand for these services.

Increasingly, the Service Catalog is recognized as a strategic asset for leading CIOs, a valuable communication tool for IT leadership and a roadmap for all IT personnel.

Besides the definition of IT Services, the Service Catalog will include varying information about functionality, relating business users, order procedures, support processes, policies and support conditions.

## Financial transparency becomes more important for IT organizations

Once the IT organization has categorized and documented its Services, identifying the planned or actual costs per Service becomes more important, that will indicate financial transparency. The planned or actual costs of IT Services are also detailed in the IT Service Catalog.

Managing the services financially is the crucial part of IT service delivery processes.

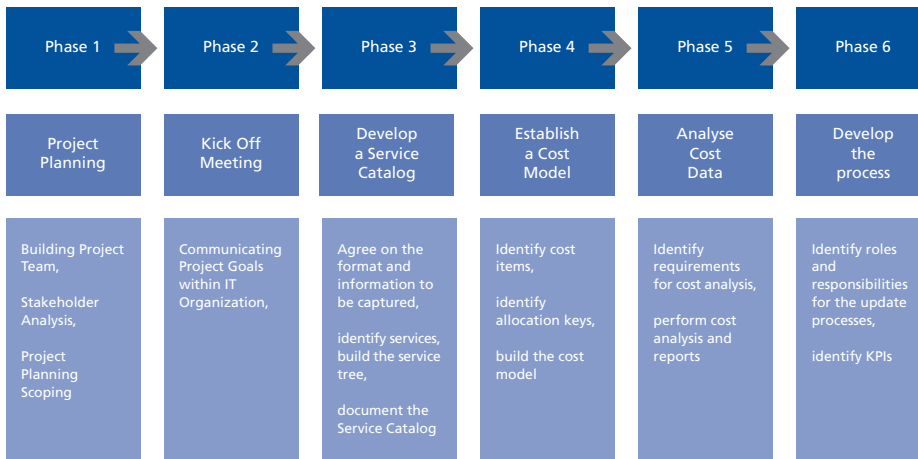
IT Accounting is the set of processes that enables the organization to account fully for the way capital is spent.

Values generated with IT Accounting are as follows:

- IT Accounting provides cost transparency where the specific cost items of the services are traceable and understandable.

- Cost data is necessary to optimize costs, potential cost savings can be analysed from the related cost information captured in a cost model.
- The IT organization is able to compare the costs of standard IT Services with similar organizations or external service providers.
- Identify and recognize the cost effects of the implemented projects. Being able to calculate real costs of delivering services over the lifetime of the service
- Identify the proportion of the various cost categories such as IT Infrastructure costs, personnel costs, application costs in the IT Services. Perform cost analysis for each of the services.
- Identify the trends of the costs associated with the IT Services.
- IT Accounting may also calculate costs by customers instead of costs by IT Services. The scope of the project will be decided at the beginning.
- When required, the scope of the project may be enlarged to charging as well where the actual costs are transferred (billed) to the internal customers.

## Project Steps:



## Results:

The project delivers an accurate snapshot how IT is perceived by the business as well as the costs associated with those IT Services. Consequently the IT gets more transparency and a predictable structure. Additionally you achieve an economical behavior in the IT department. The performance is measurable based on IT Services and also you are able to define Service Levels based on IT Services. This promotes and enhances the relationship between IT and its customers.

## noventum – Ideal Partner for your Service Catalogue Project

With the support of noventum consultants with international experience, you will successfully create and implement your Service Catalogue.

Our services in the area of Service Catalogue Management:

- Provide information about the Business Departments who use the IT-Service.
- Provide information about the IT-Systems (Applications) which used in the specific IT-Services.
- Outline the processes to obtain support, to post change request and to order the IT-Service which may be useful for the Business Departments.
- Provide information about the responsibilities of the Business Departments in order to maintain the level of the quality of the IT-Service.
- Including cost information and let the Business Department understand the cost items.

Adapting processes means changing the work environment of employees. We consider the participation of these people as crucial for a project's success. Our approach is based on this principle.

noventum consulting offers you:

- Many years of experience in the practical implementation of ITIL® processes.
- Well-founded and practical methodology.
- Our consultants have the following qualifications:
  - ITIL® Service Manager
  - ISO/IEC 20000 Consultant/Auditor
  - GPM-Projectmanagement

Just some of our clients:

- Mercedes Benz Türk
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- Sosyal Güvenlik Kurumu
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