



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
SCM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
SCM-V3-G-002 (OGC ISS 10.1.7)	Access Permissions Does the tool have controls that prevent unauthorized access?
Provide an overview description of the tool’s security permissions’ capability, structure and authority basis (e.g.: based on role, organization, location).	
SCM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
SCM-V3-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation?
Provide an overview:	
SCM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	
SCM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
Describe:	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
SCM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
SCM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SCM-V3-C-001 (OGC ISS 10.1.1)	Service Descriptions Does the tool accommodate service descriptions?
Describe (can include screenshots):	
SCM-V3-C-002 (OGC ISS 10.1.9)	Catalog Structure Does the tool enable the design of the catalog through a structure within the tool? E.g.: a framework to accommodate the content.
Describe (can include screenshots):	
SCM-V3-C-003	Does the tool facilitate the ability to publish different service levels for the same service (e.g.: Bronze, silver, gold levels)?
Describe (can include screenshots):	
SCM-V3-C-004	Does the tool enable the organization of services into logical groupings or hierarchical structures that can be used to assemble services in customer- and business-relevant packages?
Describe (can include screenshots):	
SCM-V3-C-005	Does the tool have pre-packaged Service Catalog content and configurable service definition templates?
Describe (can include screenshots):	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SCM-V3-C-006 (OGC ISS 10.1.6)	Electronic Access Can users/staff access the Service Catalog electronically? That is as an intranet or web service.
Describe (can include screenshots):	
SCM-V3-C-007 (OGC ISS 10.1.3)	Service & Technical Catalogs Does the tool distinguish between a Service and Technical Catalog? Given they are for different audiences, this is an important distinction.
Describe (can include screenshots):	
SCM-V3-C-008	Does the tool facilitate the ability to provide a view of services associated to specific business functions based on usage or subscription? E.g.: ability to build and provide a "My Service Catalog" view.
Describe (can include screenshots):	
SCM-V3-C-009	Does the tool facilitate the management of service states? E.g.: differentiate services in design versus services in production.
Describe (can include screenshots):	
SCM-V3-C-010 (OGC ISS 10.1.2)	Mapping The Catalog Does the tool enable a map of the catalog services showing links and dependencies? E.g.: Links with procurement actions for supplying a PC or a phone.
Describe (can include screenshots):	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SCM-V3-C-011	Does the tool incorporate a search engine to facilitate the requestor's ability to quickly find services they desire?
Describe (can include screenshots):	
SCM-V3-C-012 (OGC ISS 10.1.8)	Access Instructions Does the tool enable access instructions to be documented as part of the Service Catalog?
Describe (can include screenshots):	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
SCM-V3-I-001	Does the Service Catalog integrate with IT Service Desk or Incident Management systems?
Describe (can include screenshots):	
SCM-V3-I-002 (OGC ISS 10.1.4)	Technical Catalog Does the tool show the technical components (CIs) that are used to deliver any specific service? This may require integration with the CMDB.
Describe (can include screenshots):	
SCM-V3-I-003 (OGC ISS 10.1.5)	Request Fulfillment Link Does the tool integrate with Request Fulfillment such that user orders can be placed electronically?
Describe (can include screenshots):	
SCM-V3-I-004	Does the tool allow the requestor to monitor the status of request fulfillment service delivery?
Describe (can include screenshots):	
SCM-V3-I-005	Does the tool support the ability to include service request forms for the ordering of service components?
Describe (can include screenshots):	



Service Catalog Management V3

Purpose: “To provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.”

Goal: To ensure that a Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to be run operationally.”
(SD 4.1.1)

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
SCM-V3-I-006	Does the Service Catalog link to appropriate SLAs or OLAs in order to measure request fulfillment against targets?
Describe (can include screenshots):	
SCM-V3-I-007	Does the tool provide the ability to define and manage Business Agreements against the Services contained in the Service Catalog?
Describe (can include screenshots):	
SCM-V3-I-008	Does the Service Catalog provide views into services which have vendor involvement, and allow an insight into their performance?
Describe (can include screenshots):	
SCM-V3-I-009	Does the tool integrate with financial systems to link IT Services in the Catalog to General Ledger and Costing Tools?
Describe (can include screenshots):	