



Service Catalog Management

Purpose: "...[P]rovide and maintain a single source of consistent information on all operational services and those being prepared to be run operationally, and to ensure that it is widely available to those who are authorized to access it." (SD 4.2.1)

Activities: Agree and document service definitions; agree with service portfolio management the contents of the service catalog and service portfolio; produce and maintain the service catalog(s); record and make available views of business process service dependencies, inter-service dependencies, and service configuration item dependencies; ensure that support, ownership, and service level information is correctly represented in the service catalog. (SD 4.2.5)

General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
SCM-11-G-001 N/A	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
<i>Comment:</i>	
SCM-11-G-002 10.7	Access Permissions Does the tool have controls that prevent unauthorized access?
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
SCM-11-G-003 N/A	Does the tool support designating fields as mandatory?
<i>Provide an overview:</i>	
SCM-11-G-004 N/A	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation?
<i>Provide an overview:</i>	
SCM-11-G-005 N/A	Does the tool facilitate the production of management reports from historical records?
<i>Provide an overview:</i>	
SCM-11-G-006 N/A	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
<i>Describe:</i>	
SCM-11-G-007 N/A	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
<i>Describe:</i>	
SCM-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
<i>Describe:</i>	



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Core Criteria Assessment Questions

PinkVERIFY #	Core Criterion Assessment Question
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<i>Vendor Response: (cell expands to accommodate response)</i>	
SCM-11-C-001	Service Descriptions
10.1	Does the tool accommodate service descriptions?
<i>Describe (can include screenshots):</i>	
SCM-11-C-002	Does the tool facilitate the ability to design a structured content framework?
N/A	For example: Service Category Types such as Professional Services (Support, Consulting, Service Management); Technical Services (Business Services – Loan Services, Payroll, Accounts Payable; IT Services – Application Hosting, Network Services); Service Offerings (ordering a laptop, on-boarding a new employee).
<i>Describe (can include screenshots):</i>	
SCM-11-C-003	Does the tool facilitate the ability to publish different service levels for the same service (e.g.: Bronze, silver, gold levels)?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-C-004	Mapping the Catalog
10.2	Does the tool enable a view of the service catalog (with links and dependencies)?
<i>Describe (can include screenshots):</i>	
SCM-11-C-005	Does the tool have pre-packaged Service Catalog content and configurable service definition templates?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-C-006	Electronic Access
10.6	Can users/staff access the service catalog electronically? That is as an intranet or web service.
<i>Describe (can include screenshots):</i>	
SCM-11-C-007	Service and Technical Catalogs
10.3	Does the tool distinguish between a service and technical catalog? Given they are for different audiences, this is an important distinction.
<i>Describe (can include screenshots):</i>	
SCM-11-C-008	Does the tool facilitate the ability to provide a view of services associated to specific business functions based on usage or subscription? For example, ability to build and provide a "My Service Catalog" view
N/A	
<i>Describe (can include screenshots):</i>	



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PinkVERIFY #	Core Criterion Assessment Question
ISS #	
Vendor Response: (cell expands to accommodate response)	
SCM-11-C-009 10.9	Catalog Integration Does the tool have the ability to assign different status codes as it progresses through the device lifecycle?
<i>Describe (can include screenshots):</i>	
SCM-11-C-010 N/A	Does the tool facilitate the creation of user-defined business rules, workflow automation and service mapping in support of the review, approval and task routing-based requests of published services? For example: task-routing links required to fulfill ordering an imaged desktop
<i>Describe (can include screenshots):</i>	
SCM-11-C-011 N/A	Does the tool incorporate a search engine to facilitate the requestor's ability to quickly find services they desire?
<i>Describe (can include screenshots):</i>	
SCM-11-C-012 10.8	Access Instructions Does the tool enable access instructions to be documented as part of the service catalog?
<i>Describe (can include screenshots):</i>	
SCM-11-C-013 10.10	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.
<i>Describe (can include screenshots):</i>	
SCM-11-C-014 N/A	Does the tool support and maintain the service lifecycle stages? For example: Requirements, Definition, Analysis, Approval, Charter, Design, Development, Build, Test, Release, Operational/live, Retiring, Retired?
<i>Describe (can include screenshots):</i>	



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Integration Criteria Assessment Questions

PinkVERIFY #	Integration Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
SCM-11-I-001	Does the Service Catalog integrate with IT Service Desk or Incident Management systems?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-002	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.
10.4	
<i>Describe (can include screenshots):</i>	
SCM-11-I-003	Request Fulfilment Link Does the tool integrate with request fulfilment such that user orders can be placed electronically?
10.5	
<i>Describe (can include screenshots):</i>	
SCM-11-I-004	Does the tool allow the requestor to monitor the status of request fulfillment service delivery?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-005	Does the tool support the ability to include service request forms for the ordering of service components?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-006	Does the Service Catalog link to appropriate SLAs or OLAs in order to measure request fulfillment against targets?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-007	Does the tool provide the ability to define and manage Business Agreements against the Services contained in the Service Catalog?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-008	Does the Service Catalog provide views into services which have vendor involvement, and allow an insight into their performance?
N/A	
<i>Describe (can include screenshots):</i>	
SCM-11-I-009	Does the tool integrate with financial systems to link IT Services in the Catalog to General Ledger and Costing tools?
N/A	
<i>Describe (can include screenshots):</i>	