

[Organization logo]

[Organization name]

**Commented [20A1]:** All fields in this document marked by square brackets [ ] must be filled in.

## SERVICE CATALOG MANAGEMENT PROCESS

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### Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

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### 1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles, and activities of the Service Catalog Management process.

The scope of the Service Catalog Management process encompasses all services currently running in the live environment.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

Commented [20A3]: Please include your company name.

### 2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4. e), 8.2.4.

### 3. Process overview

[Organization name] [redacted]

Objectives of the Service Catalog Management process are as follows:

- [redacted]
- [redacted]
- [redacted]

Commented [20A4]: [redacted]

### 4. Process activities

#### 4.1. Management and planning

The Service Catalog Manager will define and review [annually] the following elements:

- [redacted]
- [redacted]
- [redacted]

Commented [20A5]: Adapt to your company practices.

Commented [20A6]: [redacted]

#### 4.2. Identification & recording

[redacted]

Whenever a new IT service is in the final phases of its transition to the live environment [redacted]

Commented [20A7]: [redacted]

The Service Owner will assign a unique name for each IT service and will write a short description for each IT service.

creation of duplicates within the service Catalog.

4.3. Control of the information in the Service Catalog

All changes to IT services should be documented in the Service Catalog by the Service Owner of the

Before any changes are made to the

4.4. Control of access rights to the Service Catalog

permissions to add/edit or remove services in the Catalog.

4.5. Periodic audit

corresponding Service Owners under the supervision of the Service Catalog Manager.

5. Roles and responsibilities

5.1. Service Catalog Manager

Responsibilities of the Service Catalog Manager:

- List of responsibilities for the Service Catalog Manager, including items like 'Ensure the accuracy of the service catalog', 'Manage the lifecycle of the service catalog', etc.

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- [redacted]

**Commented [20A11]:** [redacted]

### 5.2. Service Owner

[Job title] assigns the Service Owner role.

**Commented [20A12]:** [redacted]

Responsibilities of the Service Owner:

- [redacted]
- [redacted]

**Commented [20A13]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

**Commented [20A14]:** These are only recommendations; you can adapt them according to your company practices.

## 6. Measurement and reporting

The Service Catalog Manager is responsible to:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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**Commented [20A16]:** [redacted]

**Commented [20A17]:** You can change the frequency according to your company practices.

**Commented [20A18]:** [redacted]

Whenever the SMS objectives are updated in the SMS Plan, the Service Catalog Manager reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

**Commented [20A19]:** [redacted]

## 7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
[redacted]	[tool name]	[job title]	[redacted]	[redacted]
[redacted]	[tool name]	[job title]	[redacted]	[redacted]

**Commented [20A20]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

**Commented [20A21]:** You can adapt the retention period according to your company practices.

**Commented [20A22]:** [redacted]

**Commented [20A23]:** You can adapt the retention period according to your company practices.

## 8. Validity and document management

This document is valid as of [date].

The owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

**Commented [20A24]:** Please insert the appropriate job title according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, Service Manager, etc.

**Commented [20A25]:** This is only a recommendation; adjust frequency as appropriate.

## 9. Appendices

- Appendix 1 – Service Catalog

[Job title]

[Name]

[Signature]

**Commented [20A26]:** Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.