

ITSM Process Description

Office of Information Technology

Service Catalog Management

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1. Introduction

The purpose of this document is to describe the Office of Information Technology's (OIT) Service Catalog Management Process.

2. Service Catalog Management Process Goals and Objectives

The goal of the Service Catalog Management Process is to ensure that the Service Catalog is produced and maintained, containing accurate information on all operational services.

To achieve this goal OIT aims to pursue the following objectives:

- Manage the information contained within the Service Catalog
- Ensure the Service Catalog is accurate and reflects the current details, status, interfaces and dependencies of all service that are available
- Provide effective information for customer engagement with the service provider
- Provide a link to standard Service Level Agreements

3. Scope

The scope of the Service Catalog Management Process is to provide and maintain accurate information on all services offered by OIT. Processes, external to Service Management Process, which add, change or remove a service will provide the requested changes in a timely manner.

The Service Catalog Management activities will include:

- Acquire the service definition and other information about the service from the Service Owner
- Publish Service Catalog standards and coordinate approval of standards
- Production and maintenance of an accurate Service Catalog

All Service Catalog Management activities should be implemented in full, operated as implemented and measured and improved as necessary.

4. Benefits

There are several benefits that can be achieved for the both the Service Providers and the customers by implementing an effective and efficient Service Catalog Management process. The Service Catalog Management Project Team has agreed that the following benefits are important to OIT and will be assessed through continuous process improvement throughout the Service Catalog Management process lifecycle:

- IT Services are clearly described to customers and service engagement methods are detailed for customers
- Provides a reliable information channel with customers, relieving IT support personnel from ad hoc information requests
- Future services are communicated in one central location using one medium
- IT service details are maintained in one central location

- When linked to request fulfillment, the Service Catalog can be a portal for customer service requests for orderable services
- Reinforces the service culture

5. Key Terms and Definitions

Business Unit: A segment of the Business which has its own plans, metrics, income and costs. Each Business Unit owns Assets and uses these to create value for Customers in the form of goods and Services.

Customer: Someone who buys goods or Services. The Customer of an IT Service provider, usually from the Business Unit, is the person or group who defines and agrees the service level targets.

User: Someone who uses the IT service on a day-to-day basis. Sometimes informally referred to as the customer.

Functional Unit: A team or group of people and the tools they use to carry out one of more processes or activities; for example, the Service Desk.

IT Service: A Service is a means of delivering value to Customers by facilitating outcomes Customers want to achieve without the ownership of specific costs and risks. An IT Service uses Information Technology to support the Customer's business processes.

Service Owner: Is accountable for the availability, performance, quality, and cost of one or more services. Deals directly with the Service Customer or proxy, usually in the context of a Service Level Agreement, Operating Level Agreement, or an Underpinning Contract. Uses the Service Catalog to set User and Service Customer expectations. Service Owner is responsible for day-to-day operation of the service.

Customer Facing Service: IT services that are seen by the customer. These are typically services that support the customer's business units/business processes, directly facilitating the customer's desired outcome(s).

Supporting Service: IT services that support or 'underpin' the customer-facing services. These are typically invisible to the customer, but essential to the delivery of customer facing IT services.

Core Service: A service that delivers the basic outcomes desired by one or more customers. A core service provides a specific level of utility and warranty. Customers may be offered a choice of utility and warranty through one or more service options.

Enhancing Service: A service that is added to a core service to make it more attractive to the customer. Enhancing services are not essential to the delivery of a core service but are used to encourage customers to use the core services or to differentiate the service provider from its competitors.

Enabling Service: A service that is needed in order to deliver a core service. Enabling services may or may not be visible to the customer, but they are not offered to customers in their own right.

Component: A general term that is used to mean one part of something more complex. For example, a computer system may be a component of an IT service; an application may be a component of a release unit. Components that need to be managed should be configuration items.

Function: A team or group of people and the tools or other resources they use to carry out one or more processes or activities – for example, the service desk.

Operational Level Agreement (OLA): An Agreement between an IT Service provider and another part of the same organization. An OLA supports the IT Service provider's delivery of IT Services to Customers. The OLA defines the goods or Services to be provided and the responsibilities of both parties.

Service Catalog: The Service Catalog is a database or structured document with information about all Live IT Services including those available for Deployment. The Service Catalog is the only part of the Service Portfolio published to Customers and is used to support the sale and delivery of IT Services. The Service Catalog includes information about deliverables, prices, contact points, ordering and request processes. The Service Catalog contains information about two types of IT Service: Customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services.

Service Catalog Maintenance Request (SCMR): Generic term for a maintenance request. This may be in the form of an Incident Record or Request for Change. Requests will come through the Incident Management or Change Management processes.

Service Level: A Service Level is a measured and reported achievement against one or more Service Level Targets. The term Service Level is sometimes used informally to mean service level target.

Service Level Agreement (SLA): A SLA is an agreement between an IT Service Provider and a Customer. The SLA describes the IT service, documents service level targets, and specifies the responsibilities of the IT Service provider and the Customer. A single SLA may cover multiple IT Services or multiple Customers.

Service Portfolio: This is the complete set of Services that are managed by a Service Provider. The Service Portfolio is used to manage the entire lifecycle of all Services and includes three categories: Service Pipeline (proposed or in Development), Service Catalog (Live or available for Deployment), and Retired Services.

Underpinning Contract (UC): A contract between an IT Service Provider and a Third Party. The Third Party provides goods or Services that support delivery of an IT Service to a Customer. The Underpinning Contract defines targets and responsibilities that are required to meet agreed Service Level Targets in an SLA.

6. Roles and Responsibilities

A role refers to a set of connected behaviors or actions that are performed by a person, team or group in a specific context. Process roles are defined by the set of responsibilities, activities and authorities granted to the designated person, team or group.

Some process roles may be full-time jobs while others are a portion of a job. One person or team may have multiple roles across multiple processes. Caution is given to combining roles for a person, team or group where separation of duties is required. For example, there is a conflict of interest when a software developer is also the independent tester for his or her own work.

Regardless of the scope, role responsibilities should be agreed by line management and incorporated into existing job descriptions and/or included in yearly objectives. Once roles are assigned the assignees must be empowered to execute the role activities and given the appropriate authority for holding other people accountable.

All roles and designated person(s), team(s), or group(s) should be clearly communicated across the organization. This should encourage or improve collaboration and cooperation for cross-functional process activities.

6.1 Service Catalog Management Process Owner

Profile	The person fulfilling this role is responsible for ensuring that the process is being performed according to the agreed and documented process and is meeting the aims of the process definition. There will be one Service Catalog Management Process Owner.
Responsibilities	<ul style="list-style-type: none">● Facilitate the process design● Define appropriate standards to be employed throughout the process● Define Key Performance Indicators (KPIs) to evaluate the effectiveness and efficiency of the process and design reporting specification● Ensure that quality reports are produced, distributed and utilized● Review KPIs and take action required following the analysis● Address any issues with the running of the process● Review opportunities for process enhancements and for improving the efficiency and effectiveness of the process● Ensure that all relevant staff have the required technical and business understanding; and process knowledge, training and understanding and are aware of their role in the process● Ensure that the process, roles, responsibilities and documentation are regularly reviewed and audited● Interface with the management, ensuring that the process receives the needed staff resources● Communicate process information or changes as appropriate to ensure awareness● Review integration issues between the various processes● Integrate the process into the organization

	<ul style="list-style-type: none"> ● Promote the Service Management vision to top-level/ senior management ● Function as a point of escalation when required ● Ensure that there is optimal fit between people, process, technology/tool and steering ● Ensure that the Service Catalog Management process is fit for purpose
Authority	<ul style="list-style-type: none"> ● To escalate any breaches of the Service Catalog Management Process to higher management levels ● To take remedial action as a result of any process non-compliance ● To approve proposed changes to the Service Catalog Management Process ● To initiate research into changing tooling; however, the tool owner is responsible for the tool and will have the final say ● To organize training for IT employees and nominate staff for training. ● To escalate to management remedial training needs ● To negotiate with the relevant Process Owner if there is a conflict between processes ● To ensure that the Service Catalog meets Customer and Service Provider requirements

6.2 Service Catalog Manager

Profile	Performs the day-to-day operational and managerial tasks demanded by the process activities.
Responsibilities	<ul style="list-style-type: none"> ● Document and publicize the process ● Ensure that the Service Catalog is available, accurate, and meets IT Service Provider and End User needs ● Obtain and verify information to be included in the Service Catalog from the authorized Service Owners and other information providers ● Obtain End User satisfaction feedback ● Assist with the production and maintenance of accurate links to Service Level Agreements, Operating Level Agreements, Underpinning Contracts, the Service Portfolio, and the corresponding maintenance procedures ● Ensure that Service Catalog assessment reviews are scheduled, carried out with customers regularly and are documented with agreed actions ● Ensure that improvement initiatives identified in Service Catalog reviews are acted upon and progress reports are provided to customers ● Ensure each service has an identified Service Owner and Provider ● Record and manage all complaints and escalate, where necessary, to reach resolution ● Provide measurement, recording, analysis and improvement options and recommendations ● Analyze and review Service Catalog and SLM agreements for referential integrity, and to ensure that the catalog and agreements take into account the same service dependencies ● Organize and maintain the regular Service Catalog review activities with both

	<p>Customers and Service Owners including:</p> <ul style="list-style-type: none"> ○ Review outstanding actions from previous reviews ○ Review recent performance and availability ○ Review Service Catalog Service Levels and Targets, as necessary ○ Review associated underpinning agreements and OLAs as necessary ○ Agree on appropriate actions to maintain / improve Service Catalog Service Levels ○ Initiate any actions required to maintain or improve Service Catalog Service Levels <ul style="list-style-type: none"> ● Attend Change Advisory Board meetings when appropriate ● Identify opportunities for improving the tools used ● Identify improvement opportunities to make the Service Catalog Management process more effective and efficient ● Audit the Service Catalog Management process ● Escalate to the Service Catalog Management Process Owner where the process is not fit-for-purpose ● Promote the Service Catalog and SCM within the organization, through available communication channels and training SCM staff in communication skills where needed ● Coordinate and facilitate Service Catalog Management meetings to assess Service Catalog quality and value and to address any actionable gaps
Authority	<ul style="list-style-type: none"> ● To approve content to be published in the Service Catalog ● To escalate Service Catalog Service Level Agreement breaches to management and process management ● To escalate to management and the Service Catalog Management Process Owner in case of a conflict between process and management. Escalation reports are sent to the Process Owners and management ● To report on all changes to the Service Catalog ● To recommend service improvements and initiate approved Service Improvement Programs

6.3 Service Owner

Profile	Is accountable for the availability, performance, quality, and cost of one or more services. Deals directly with the Service Customer or proxy, usually in the context of a Service Level Agreement, Operating Level Agreement, or an Underpinning Contract. Uses the Service Catalog to set User and Service Customer expectations. Service Owner is responsible for day-to-day operation of the service.
Responsibilities	<ul style="list-style-type: none"> ● Define the definition of the service, service attributes and service engagement methods ● Submit a SCMR for Service Catalog quality issues ● Submit a SCMR for adding, changing, removing or updating a service ● Provide detailed, timely and accurate service information to Service Catalog Manager for inclusion in Service Catalog ● Produce and maintain Service Level Agreements, Operating Level Agreements

	<p>and Underpinning Contracts</p> <ul style="list-style-type: none"> • Ensure service level monitoring is in place to support the agreed upon service levels • Produce, review and evaluate reports on service/system performance, achievements and breaches of Service Level Agreements • Perform annual Service Catalog reviews as initiated by the Service Catalog Manager • Coordinate and manage activities to improve service levels • Attend top-level management meetings to assess and represent the Service Level Requirements balanced with the relative cost
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6.4 Service Catalog Stakeholders

Profile	Are knowledgeable about the Service Catalog Management Process. Can be either Service Providers, Service Owners, IT Support Staff, or Service Customers.
Responsibilities	<ul style="list-style-type: none"> • Participate as a group in the governance of the Service Catalog and the Service Catalog Management Process
Authority	<ul style="list-style-type: none"> • Recommend Service Catalog Management Policy

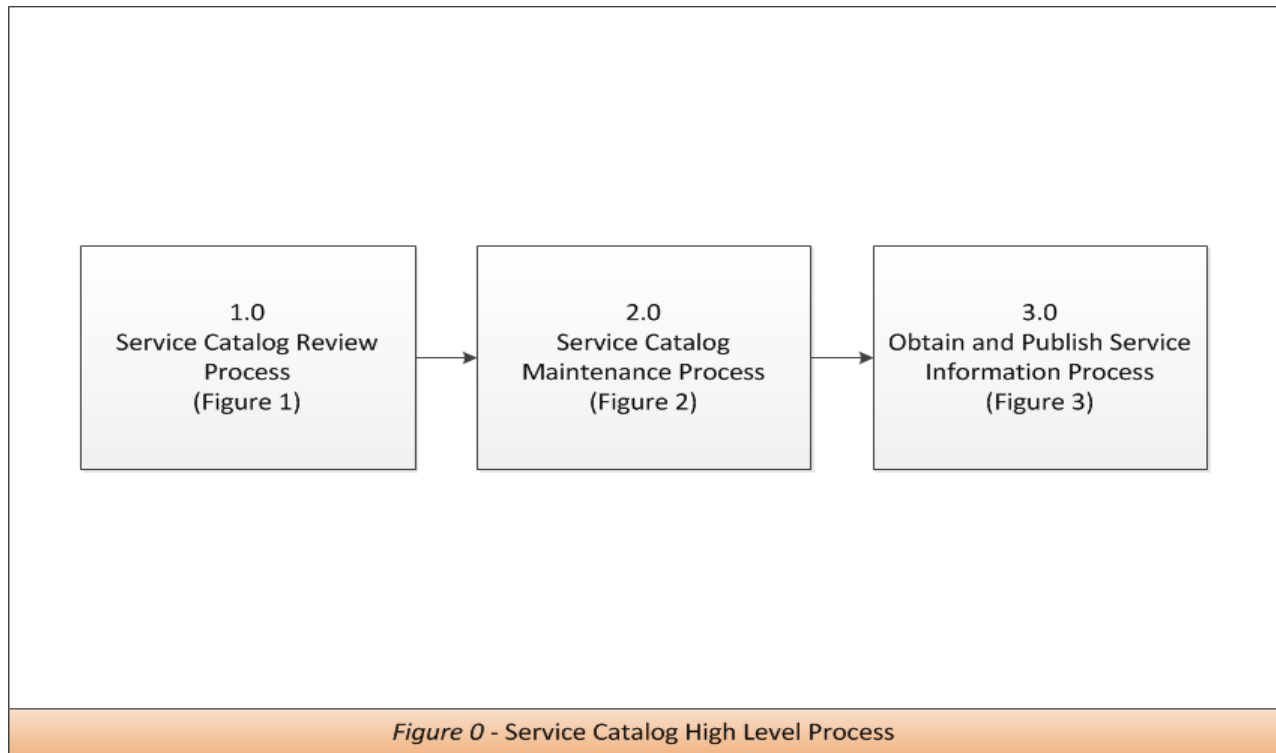
Service Customer

Profile	<p>May be the payer for a service on behalf of Users that actually use the service. The payment may be direct or indirect. May deal directly with the Service Provider/Owner, usually in the context of a Service Level Agreement, Operating Level Agreement, or an Underpinning Contract.</p> <p>In regards to the Service Catalog, the Customers are the collective service owners. The Service Catalog provides a means for the Service Owner to publish service -related information. Users make use of the Service Catalog to select Services, Service features, estimate costs, and understand IT Service relationships.</p>
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6.5 CITO Staff

Responsibilities	<ul style="list-style-type: none"> • Approve changes to the Service Catalog as requested by the Service Catalog Manager • Approve changes to the Service Catalog Process as requested by the Service Catalog Process Owner
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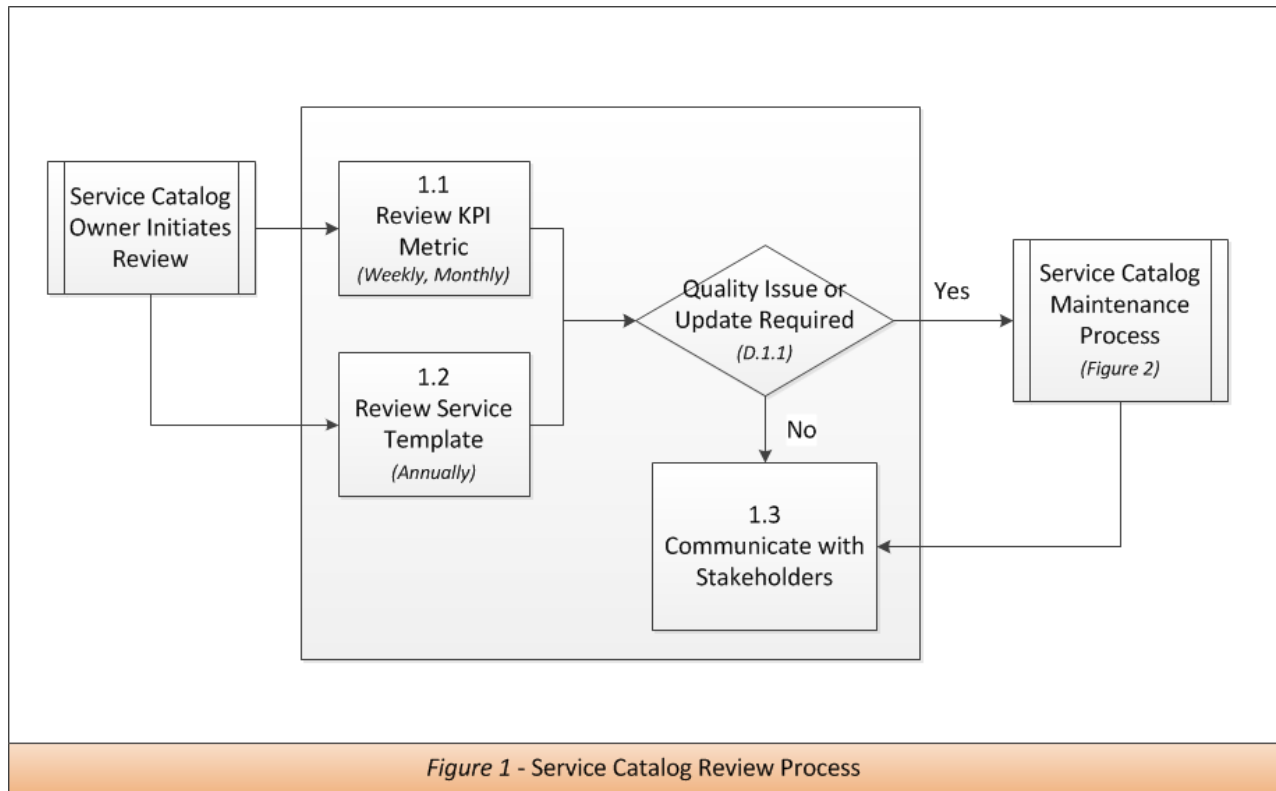
7. Service Catalog High Level Process Flow



7.1 Service Catalog High Level Process Descriptions

Activity	Description
1.0 Service Catalog Review	Recurring periodic reviews are used to assure Service Catalog accuracy and alignment with customer service needs. Service Catalog Process KPIs are used to measure progress against the CSFs.
2.0 Service Catalog Maintenance	Input is from the periodic Service Catalog Reviews and quality issues reported via the Incident Management process. This process maintains current and accurate information within the Service Catalog.
3.0 Obtain and Publish Service Information	The information gathered for a Service Catalog entry constitutes the public declaration of the service definition and many important attributes of the service. For new services this information may be available from the Service Design Package. For existing services the information may be gathered from authorized sources such as the Service Owner and/or third party Service Provider.

8. Service Catalog Review Process Flow Figure 1



8.1 Service Catalog Review Process Activity Descriptions Figure 1

1.1	Review KPI Metrics
Purpose	Measure progress toward achieving Critical Success Factors
Guiding Principle	Continual Service Improvement will be used to ensure high level of service.
Inputs	KPI Metrics and reports
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> Periodically (weekly, monthly, annually) review generated reports and metrics Identify quality issues or areas of improvement Log/record results Report issue via Service Catalog Maintenance Process
Outputs	Review summary
Metric	<ul style="list-style-type: none"> Metrics delivered on time

	<ul style="list-style-type: none"> • Positive vs. negative KPI trends
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1.2	Review Service Template
Purpose	Digest the results of the applicable review
Guiding Principle	At a minimum, each service in the Service Catalog will be reviewed annually
Inputs	Service Review Template submitted by Service Owner
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> • Upon receipt of service review template <ul style="list-style-type: none"> ○ Service Catalog Process Owner / Manager will identify suggested changes • Report issue via Service Catalog Maintenance Process
Outputs	Review Summary
Metric	Number of service reviews completed on time

D.1.1	Quality Issue or Update Required
Purpose	Based upon review of the KPI metrics and templates, all quality issues will be forwarded through the Service Catalog Maintenance Process. Stakeholders will be kept informed annually or as needed.

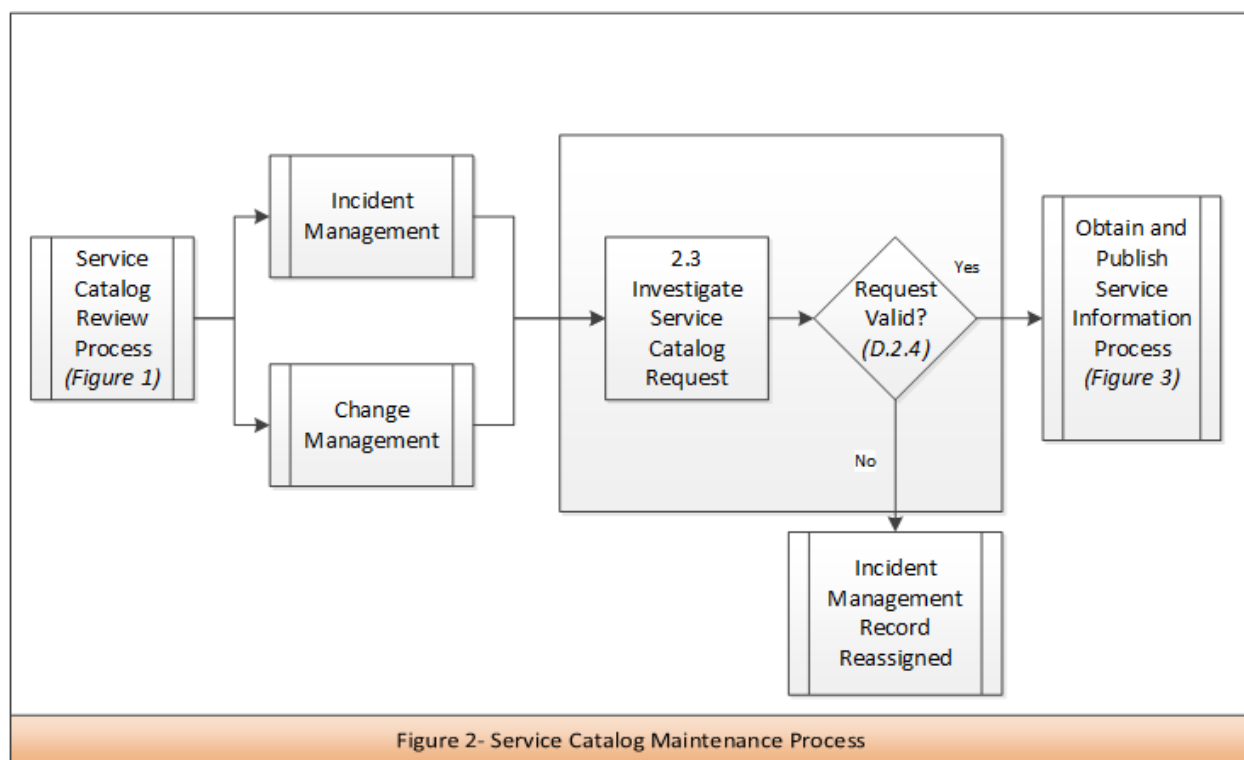
1.3	Communicate with Stakeholders
Purpose	Provide transparent communication with all stakeholders
Guiding Principle	Stakeholders will be kept informed about changes to the services within the Service Catalog and process performance on no less than an annual basis
Inputs	Review summaries
Procedure or Work Instruction Steps	Provide executive summary to stakeholders as required
Outputs	Executive summary, Stakeholder updates

Metric	N/A
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8.2 Service Catalog Review Process RACI Matrix Figure 1

Activity	SC Process Owner / Manager	Service Owner / Provider	Service Customer	Stakeholder	CITO Staff
1.1 Review KPI Metrics	A, R	C			
1.2 Review Service Template	A, R	C			
D.1.1 Quality Issue or Update Required Decision	A, R	C			
1.3 Communicate with Stakeholders	A, R	C		I	I

9. Service Catalog Maintenance Process Flow Figure 2



9.1 Service Catalog Maintenance Process Activity Descriptions Figure 2

2.1	Investigate Reported Service Catalog Issue
Purpose	Initial troubleshooting and validation to determine if ticket is related to Service Catalog
Guiding Principle	Incorrectly assigned requests will be reassigned to correct department.
Inputs	Service Catalog Maintenance Request (SCMR). This will come in the form of an incident or change record submitted through OIT's ITSM tool.
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> • Upon receipt of SCMR <ul style="list-style-type: none"> ○ Review reported issue to determine relevance to Service Catalog ○ Perform initial troubleshooting to determine if issue

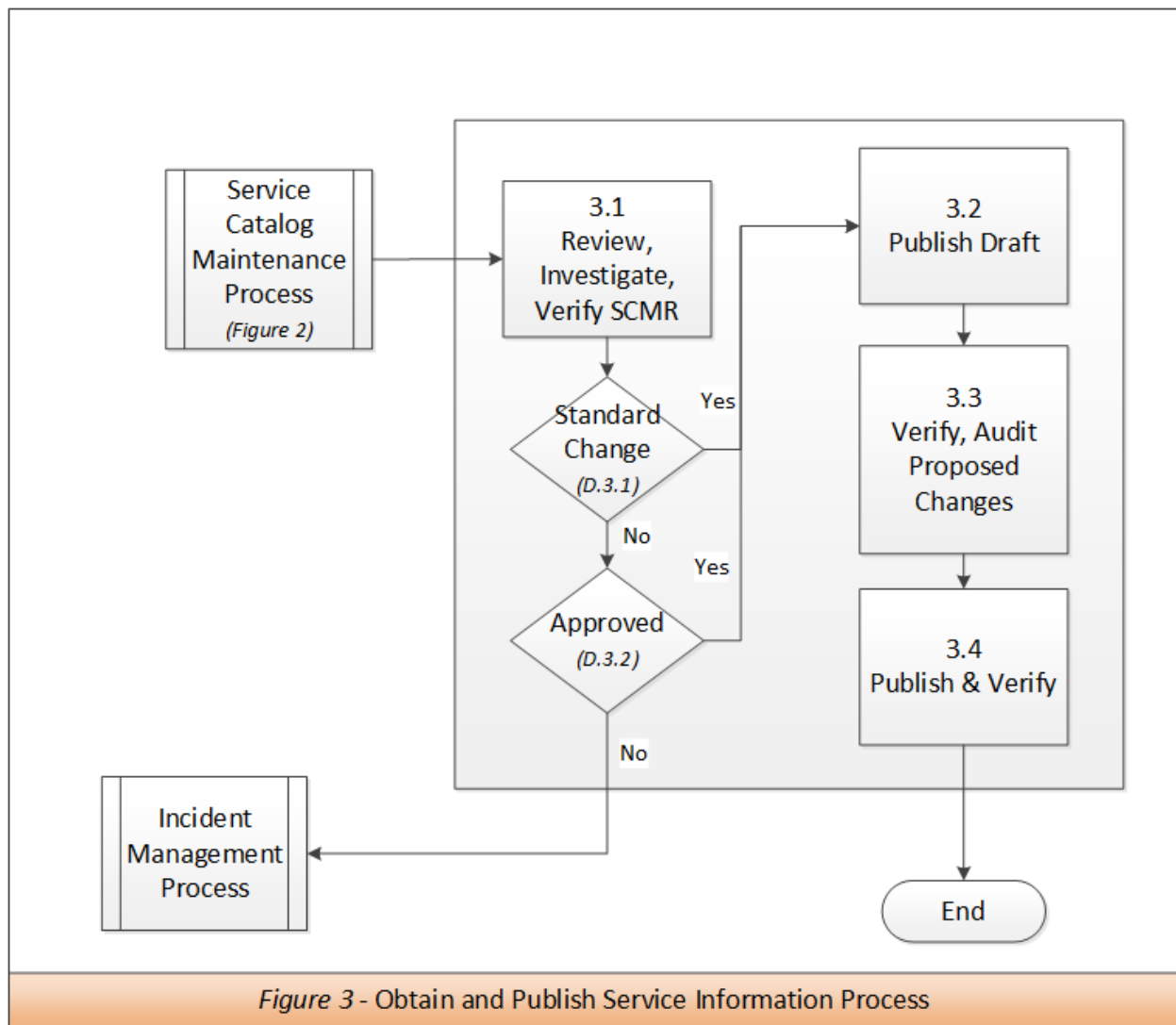
	<p>resides within Service Catalog</p> <ul style="list-style-type: none"> Update SCMR
Outputs	Updated SCMR
Metric	Number of SCMRs incorrectly assigned

D.2.1	Request Valid?
Purpose	Determine whether service catalog maintenance issue resides within the Service Catalog or a supporting service. If issue resides within supporting service, request will be reassigned.

9.2 Service Catalog Maintenance Process RACI Matrix Figure 2

Activity	SC Process Owner / Manager	Service Owner / Provider	Service Customer	Stakeholder	CITO Staff
2.1 Investigate Reported Service Catalog Issue	A/R	C	I	I	
D.2.1 Valid SCMR Decision	A/R	I	I	I	

10. Obtain and Publish Service Information Process Flow Figure 3



10.1 Obtain and Publish Service Information Process Activity Descriptions Figure 3

3.1	Review, Investigate, Verify SCMR
Purpose	Validate request for relevance, accuracy and completeness
Guiding Principle	All changes to the service catalog will be reviewed by the SC owner. Additional approval by the CITO Staff will be sought for new/retired services and non-standard changes.

Inputs	Incident or Change request
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> • Verify SCMR is complete • Determine validity/relevance of request <ul style="list-style-type: none"> ◦ If required, coordinate corrections with submitter • Update request in ITSM tool
Outputs	Validated SCMR
Metric	<ul style="list-style-type: none"> • Number of requests submitted • Number requested rejected • Number of requests accepted • Number of requests per service

D.3.1	Standard Change
Purpose	Determine whether the SCMR meets the requirements for a standard change.

D.3.2	Approved
Purpose	If SCMR does not meet the requirements for a standard change, the request may need approval from the CITO Staff. If no approval is given, the SCMR is routed back through the Incident Management process to determine next steps.

3.2	Publish Draft
Purpose	Apply validated SCMR to the Service Catalog in Test until approved.
Guiding Principle	<p>The Service Catalog Manager is responsible for posting Service Catalog Maintenance Request records to the Service Catalog Database.</p> <p>Changes to the Service Catalog database will be applied in Test pending approval.</p>
Inputs	Validated SCMR
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> • Enter or update all relevant information in Test • Notify stakeholders of changes and set review deadline • Update SCMR

Outputs	Updated Service Catalog Database in test, Stakeholder Notification
Metric	N/A

3.3	Verify, Audit Proposed Changes
Purpose	Obtain validation/approval from all stakeholders prior to applying changes to production
Guiding Principle	The Service Catalog Manager is responsible for the transparent review and approval of all changes to the Service Catalog
Inputs	Updated Service Catalog Database in test
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> ● Stakeholders will review changes per area of responsibility <ul style="list-style-type: none"> ○ Service Catalog Database ○ HPSM categories ○ Roxen style guide ○ Portfolio ○ Other areas may include SLM, SCM ● Required corrections are made to Service Catalog ● Update SCMR
Outputs	Updated Service Catalog Database, Stakeholder notification
Metric	<ul style="list-style-type: none"> ● Reviews completed within deadline

3.4	Publish & Verify
Purpose	Finalize all released changes
Guiding Principle	Only reviewed and approved changes are moved to Production
Inputs	Stakeholder input reviewed in Test
Procedure or Work Instruction Steps	<ul style="list-style-type: none"> ● Upon receipt of required reviews and approvals <ul style="list-style-type: none"> ○ Move all changes from Test to Production ○ Verify Changes in Production ○ Notify stakeholders ○ Update and close SCMR

Outputs	Updated Service Catalog Database
Metric	<ul style="list-style-type: none"> Number of SCMRs closed

10.2 Obtain and Publish Service Information Process RACI Matrix Fig. 3

Activity	SC Process Owner / Manager	Service Owner / Provider	Service Customer	Stakeholder	CITO Staff
3.1 Review, Investigate, Verify SCMR	A/R	C	I	I	I
3.2 Publish Draft	A/R	I	I	I	I
3.3 Verify, Audit proposed changes	A	R	I	R	I
3.4 Publish & Verify	A/R	I	I	I	I
D.3.1 Standard Change Decision	A/R	I	I	I	I
D.3.2 Approved Decision	A/R	I	I	I	I

11. Service Catalog Review Activities

Activity	Responsibility for Production
<ul style="list-style-type: none"> Review Service Catalog Review questionnaire for accuracy and relevancy. Consult with ITSM Process Owners. Edit and revise as needed. Service catalog review questionnaire distributed to service owners, one per service. For each service, answers to Service Catalog Review questionnaire are gathered by SCM from service owners. Based on input from service owners (and indirectly business customers and users) SCM compiles and shares list of action items, 	SCM SCM Service Owners SCM

with timeline for completion. <ul style="list-style-type: none"> Implement updates, including services to be retired, consolidated and/or added. 	SCM and service owners
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12. Process Performance Report

This section describes the Service Catalog Management reports as recommended for OIT management. Only an overview of the reports, including their use and objective is provided.

12.1 Annual Service Catalog Review report

The Annual Service Catalog Review Report generated for the CITO staff, Service Providers, and Service Owners. It provides summary information resulting from the Annual Review. Identifies changes and updates made to the Service Catalog

Contents	Responsibility for Production
This report is a formal document and is subject to document control. The following structure is recommended: <ul style="list-style-type: none"> Summarized Review of Service Catalog Management performance against CSFs Service Catalog Management issues requiring Senior Management action with a crisp description of the requested action Specific Critical Success Factors included in this report are identified in the Management Report / Critical Success Factor Mapping Table 	Service Catalog Manager

12.2 Service Catalog Process Performance Report

This report details the performance of the Service Catalog Process. It details specific performance data at the service index level. It provides information on the quality and performance of the Service Catalog Management process and identifies areas for improvement.

Contents	Responsibility for Production
This report is a formal document and is subject to document control. The following structure is recommended: <ul style="list-style-type: none"> Management Summary KPI Metric Data Analysis of KPI Metrics Specific Critical Success Factors included in this report are identified in the Management Report / Critical Success Factor Mapping Table. 	Service Catalog Management Process Owner

13. Critical Success Factors and Key Performance Indicators

	PROGRESS INDICATORS			TYPE	
CSF/KPI	Potential Sources	Norms	Calculation Interval	Qualitative or Quantitative	Value, Performance, Quality or Compliance
CSF #1 An accurate service catalog.					
KPI 1.1 Increase in number of services recorded and managed within the service catalog as a percentage of those being delivered and transitioned in the live environment.	1.1.1 Count of all services recorded in service catalog versus count of all live OIT services.	100% versus 0%	Yearly	Quantitative	Value
	1.1.2 Count of all services recorded in service catalog versus count of functions (listed as services, but actually a function of a service) in the service catalog.	100% versus 0%	Yearly	Quantitative	Value
KPI 1.2 Percentage reduction in the number of variances detected between the information contained within the service catalog and the 'real-world' situation.	1.2.1 ITSM tool, user/customer tickets that are logged or escalated, requesting or logging updates made to the service catalog.	Lower percentage over time	Weekly	Quantitative	Compliance, Performance
	1.2.2 Service catalog review by service owners answers the question, "Is this service index an accurate portrayal of what is happening in the real world of this service?"	100% accuracy in service catalog versus 0% listed by service owners	Yearly	Quantitative	Compliance, Performance
CSF #2 Student/staff/faculty awareness of the services being provided.					
KPI 2.1 Percentage increase in completeness of the customer-facing views of the service catalog against operational services. Clear separation between customer-facing and supporting services. Complete customer-facing service information is timely, credible, accurate, accessible, sustainable, and supported.	2.1.1 ITSM tool, user/customer tickets that are logged or escalated, requesting or logging updates made to the service catalog.	Lower percentage over time	Weekly	Quantitative	Performance
	2.1.2 Survey of customer-facing service catalog users/customers "Are you finding the information in each and is the information appropriately separated?"	Increase percentage over time	Yearly	Qualitative	Performance, Compliance
	2.1.3 Survey of supporting services users/customers "Are you finding the information in each and is the information	Increase percentage over time	Yearly	Qualitative	Performance, Compliance

	appropriately separated?"				
	2.1.4 Service catalog review by service owners, answers the question, "Is this service complete? If not, what needs to happen to make it complete?"	100% complete service catalog	Yearly	Qualitative	Quality, Compliance
	2.1.5 Count of all customer-facing services versus supporting services.	Confirmation that all services listed are correctly categorized between customer-facing and supporting..	Yearly	Quantitative	Compliance
KPI 2.2 Percentage decrease in student/staff/faculty requests for customer facing service information; shows increase in knowledge of services listed in the service catalog.	2.2.1 ITSM tool, user/customer tickets that are logged or escalated decrease.	Lower percentage over time	Weekly	Quantitative	Value, Quality
	2.2.2 Survey of service catalog users "In the past year have you used the OIT service catalog to access information regarding university IT services?"	Greater percentage over time	Yearly	Quantitative	Value, Quality
KPI 2.3 Increase in student/staff/faculty access to online customer-facing service catalog.	2.3.1 ITSM tool, overall decrease in number of calls to service desk; of those calls a decrease in tickets where users had accessed the service catalog prior to calling. Add to self-service ticket and closure notification, "Did you access any part of the OIT service catalog (www.alaska.edu/oit/services) prior to placing this call or submitting this ticket?"	0 calls; 0 calls. Zero %, so that if there are fewer calls we know that the service catalog is giving people the answers they need and calls to the Help Desk are being avoided.	Weekly	Quantitative	Value, Quality, Compliance
	2.3.2 Increase in number of web hits per individual service index	Greater percentage over time	Weekly	Quantitative	Value, Quality, Compliance
	2.3.3 Add customer satisfaction survey to each OIT employee's signature block in their email. Question would include "Did you access any part of the OIT service catalog (www.alaska.edu/oit/services) prior to placing	Greater percentage over time	Weekly	Qualitative	Value, Quality

	this call or submitting this ticket?"				
CSF #3 OIT personnel awareness of the technology supporting the services.					
KPI 3.1 Percentage increase in completeness of supporting services against the IT components that make up those services.	3.1.1 ITSM tool; percent increase in number of supporting services with attached listing of IT components that make up each supporting service.	Greater percentage over time	Yearly	Quantitative	Value, Compliance
KPI 3.2 Increase in OIT Support Center having access to information to support all live services, measured by the percentage of incidents with the appropriate service-related information.	3.2.1 ITSM Cherwell tool; does the service definition have the appropriate service component-related information? *Tied to configuration management so may take longer to implement	Greater percentage over time	Yearly	Qualitative	Value, Compliance
GLOSSARY					
Potential Sources	From where is the information being gathered?				
Norms	A single target number, or the upper and lower limits for acceptable performance.				
Calculation Interval	How often is the information being gathered?				
Qualitative or Quantitative	Is the measurement Qualitative or Quantitative?				
V, Q, P, or C	Is this Value, Quality, Performance or Compliance				
Value	Value is generated through exchange of knowledge, information, goods or services. Is what we are doing making a difference?				
Quality	The ability of a product, service or process to provide the intended value. For example, a hardware component can be considered to be of high quality if it performs as expected and delivers the required reliability. Process quality also requires an ability to monitor effectiveness and efficiency, and to improve the process if necessary. How well are we doing it?				
Performance	A measure of what is achieved or delivered by a system, person, team, process or IT service. How fast or slow are we doing it?				
Compliance	Ensuring that a standard or set of guidelines is followed, or that proper, consistent accounting or other practices are being employed. Are we doing it?				