Service Catalog Management Process Improvement Project
Major Milestones

2012 Q4	2013 Q1	2013 Q2	2013 Q3	2013 Q4

2012 Q4
- Administer a review of all services provided.

2013 Q2
- Define what a service is for OIT and UAF. Determine how this will be managed within the Service Catalog.
- Document and execute a plan for implementing Critical Success Factors and associated Key Performance Indicators; useful metrics to continuously improve Service Catalog Management.
- Develop and implement a RACI matrix for ongoing management of the service catalog.
- Reconfigure HP Service Manager to link tickets to services.

2013 Q3
- Establish the process for reviewing and updating all services no less than on an annual basis.
- Record weekly, monthly, annual and periodic procedures to maintain the catalog process.
- Include customers in testing new features to obtain feedback and comment.

2013 Q4
- Complete and analyze a survey for customers and end users.
- Market the service catalog with UAF Marketing and Communications.
- Administer a review of all services provided.