

10. SERVICE CATALOGUE MANAGEMENT

Topic/Question	
10.1	<p>Service Descriptions Does the tool accommodate service descriptions? -----</p>
10.2	<p>Mapping the Catalogue Does the tool enable a view of the service catalogue (with links and dependencies)? -----</p>
10.3	<p>Service and Technical Catalogues Does the tool distinguish between a service and technical catalogue? Given they are for different audiences, this is an important distinction. -----</p>
10.4	<p>Technical Catalogue Does the tool show the technical components (CI's) that are used to deliver any specific service? This may require integration with the CMDB. -----</p>
10.5	<p>Request Fulfilment Link Does the tool integrate with request fulfilment such that user orders can be placed electronically? -----</p>
10.6	<p>Electronic Access Can users/staff access the service catalogue electronically? That is as an intranet or web service. -----</p>
10.7	<p>Access Permissions Does the tool have controls that prevent unauthorised access?</p>
10.8	<p>Access Instructions Does the tool enable access instructions to be documented as part of the service catalogue? -----</p>

10.9	Catalogue Integration Does the tool have the ability to assign different status codes as it progresses through the device lifecycle? -----
10.10	Catalogue Structure Does the tool enable the design of the catalogue through a structure within the tool? Eg, a framework to accommodate the content. -----