



Service Catalog Management PinkVERIFY™

SCM	General Criteria
SCM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? -----
SCM-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? -----
SCM-11-G-003	Does the tool support designating fields as mandatory? -----
SCM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? -----
SCM-11-G-005	Does the tool facilitate the production of management reports from historical records? -----
SCM-11-G-006	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 -----
SCM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? -----
SCM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? -----



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SCM	Core Criteria
SCM-11-C-001	<p>Does the Service Catalog tool support the creation and publication of service descriptions? For example: Descriptions of features, functions and benefits in business terms; supported service levels and available service level options; pricing and costing levels related to service levels selected; service components and attributes</p> <p>-----</p>
SCM-11-C-002	<p>Does the tool facilitate the ability to design a structured content framework? 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)</p> <p>-----</p>
SCM-11-C-003	<p>Does the tool facilitate the ability to publish different service levels for the same service (e.g.: Bronze, silver, gold levels)?</p> <p>-----</p>
SCM-11-C-004	<p>Does the tool enable the organization of services into logical groupings or hierarchical structures that can be used to assemble services in customer- and business-relevant packages?</p> <p>-----</p>
SCM-11-C-005	<p>Does the tool have pre-packaged Service Catalog content and configurable service definition templates?</p> <p>-----</p>
SCM-11-C-006	<p>Does the tool provide the ability to display the Service Catalog via a web or intranet interface to enable users to easily access the Service Catalog?</p> <p>-----</p>
SCM-11-C-007	<p>Does the tool facilitate defining different views of the Service Catalog? For example: Technical/Supporting Service or IT view, Business Service view or Business Customer view</p> <p>-----</p>



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SCM	Core Criteria
SCM-11-C-008	<p>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</p> <p>-----</p>
SCM-11-C-009	<p>Does the tool facilitate the management of service states? For example: differentiate services in design versus services in production</p> <p>-----</p>
SCM-11-C-010	<p>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</p> <p>-----</p>
SCM-11-C-011	<p>Does the tool incorporate a search engine to facilitate the requestor's ability to quickly find services they desire?</p> <p>-----</p>
SCM-11-C-012	<p>Does the Service Catalog have the ability to include information and instruction documentation? For example: access instructions, navigating the service catalog instructions</p> <p>-----</p>
SCM-11-C-013	<p>Does the tool facilitate the design of the Service Catalog through a structure within the tool? For example, a framework to accommodate the content of a Service item entry.</p> <p>-----</p>
SCM-11-C-014	<p>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</p> <p>-----</p>



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SCM	Integration Criteria
SCM-11-I-001	Does the Service Catalog integrate with IT Service Desk or Incident Management systems? -----
SCM-11-I-002	Does the Service Catalog integrate with the Configuration Management Database or System? For example: from the Technical Service Catalog an authorized user can view the technical components enabling a system and service -----
SCM-11-I-003	Does the tool automate the creation and tracking of Service Requests through the Service Catalog? -----
SCM-11-I-004	Does the tool allow the requestor to monitor the status of request fulfillment service delivery? -----
SCM-11-I-005	Does the tool support the ability to include service request forms for the ordering of service components? -----
SCM-11-I-006	Does the Service Catalog link to appropriate SLAs or OLAs in order to measure request fulfillment against targets? -----
SCM-11-I-007	Does the tool provide the ability to define and manage Business Agreements against the Services contained in the Service Catalog? -----
SCM-11-I-008	Does the Service Catalog provide views into services, which have vendor involvement, and allow an insight into their performance? -----



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SCM	Integration Criteria
SCM-11-I-009	Does the tool integrate with financial systems to link IT Services in the Catalog to General Ledger and Costing tools? -----