HPS

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Service Catalogue

Single source of truth

Table of contents

Learning Objectives

- understand the basics of service catalogues
- being able to create own service catalogues

Definition

- "An IT service catalog is the single source of accurate information on all IT services offered by an organization's IT department."[me]
- Aka **Single source of truth**
- Information about services that can be used by customers and employees
- Collect and store all information about the services
  - ► Organizational
  - ► Technical

Motivation

- Provide a common frame of reference and understanding of offered service (users and employees), e.g.
- Overview of provided services available
- Fast access to the information about a service, e.g. useful in case of failure
- Required by ITIL and ISO20000
- Avoid noise, e.g. in communication (mail, chat):
  - ▶ Who is responsible for this service?
  - ▶ Do we have this service?
  - ▶ Which version are we running on?

Contents of a Service Catalogue

- Depends on the institute/company
- contents e.g.:
  - Service-name, ID
  - Responsible, owner,
  - Service contact
  - Availability
  - Dependencies to other services
  - Maintenance times
  - Pricing
- Some content is mandatory in specific contexts, e.g. ISO20000
- Some information is just for employees and should not be available to customers

Technologies, tools and formats to store service catalogue

- Usually freedom of choice, e.g.:
  - ▶ Special tools and application for service management
  - ▶ Databases and according schemas
  - ▶ Wikis
  - ▶ Textfiles (JSON, YAML etc.) in a VCS (git, subversion)
- Requirements:
  - ▶ Fast and easy access
  - ▶ Easy maintenance of entries (updates etc.)
  - ▶ Reliable, high availability
  - ▶ Clear processes/responsibilities (how to update, who etc.)
- Requirements by certifications, e.g. ITIL or ISO2000, may reduce the options

Example: Service Catalogue in GWDG

- ■ GWDG is transitioning to a hybrid approach
- ■ Information gathering and maintenance in JSON + git
- ■ Changes etc. are trackable
- ■ Providing small editor to generate the JSON
- ■ Database is populated using scripts processing the JSON files

DEMO: editor

Exercise

- Exercise 1+2

References

- [mme] https://www.manageengine.com/products/service-desk/itil/what-is-service-catalog.html#what-is-service-catalog
- [sl] Simplilearn
- [it] Itil training