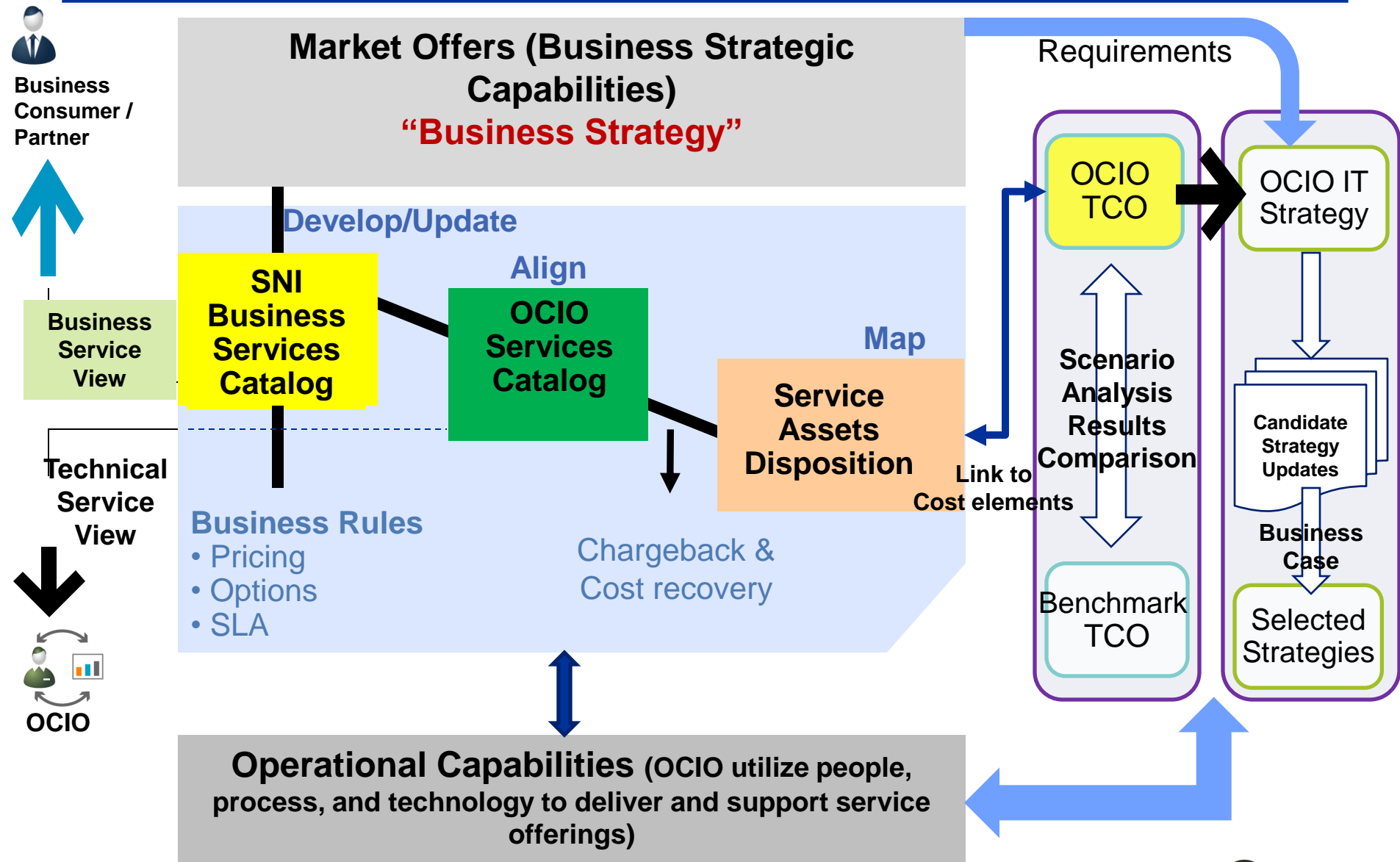




Invigorate Service Catalog & Enterprise Architecture Consulting

Invigorate Service Catalog and EA Relationship Model



Invigorate Service Catalog : Architecture Framework



End User

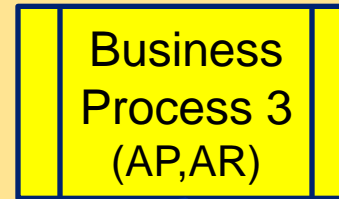
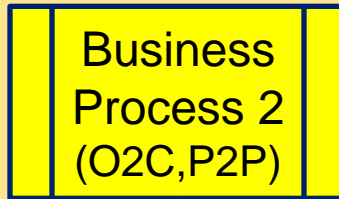
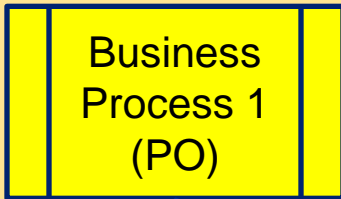
What services can I use to be productive?
What functions does this include?
When will I get it?

What services am I using?
What is my IT spend?
What services can I buy?

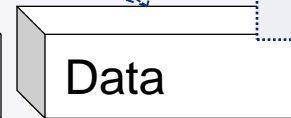
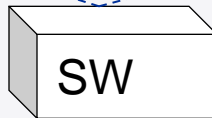
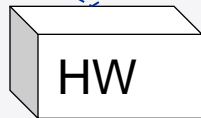
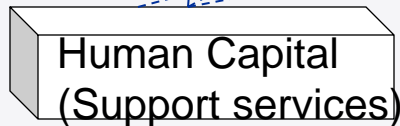
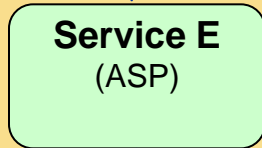
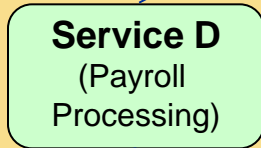
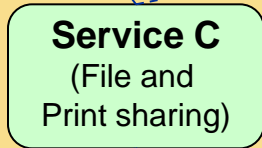
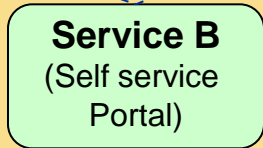
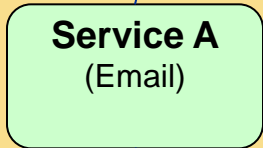


Business Customer

Business Service (CRM, Transportation Mgmt, Consulting, customer portal) Catalog



Promotes SLM and BSM



Promotes technology strategies, TCO, cost efficiency, manage ROI

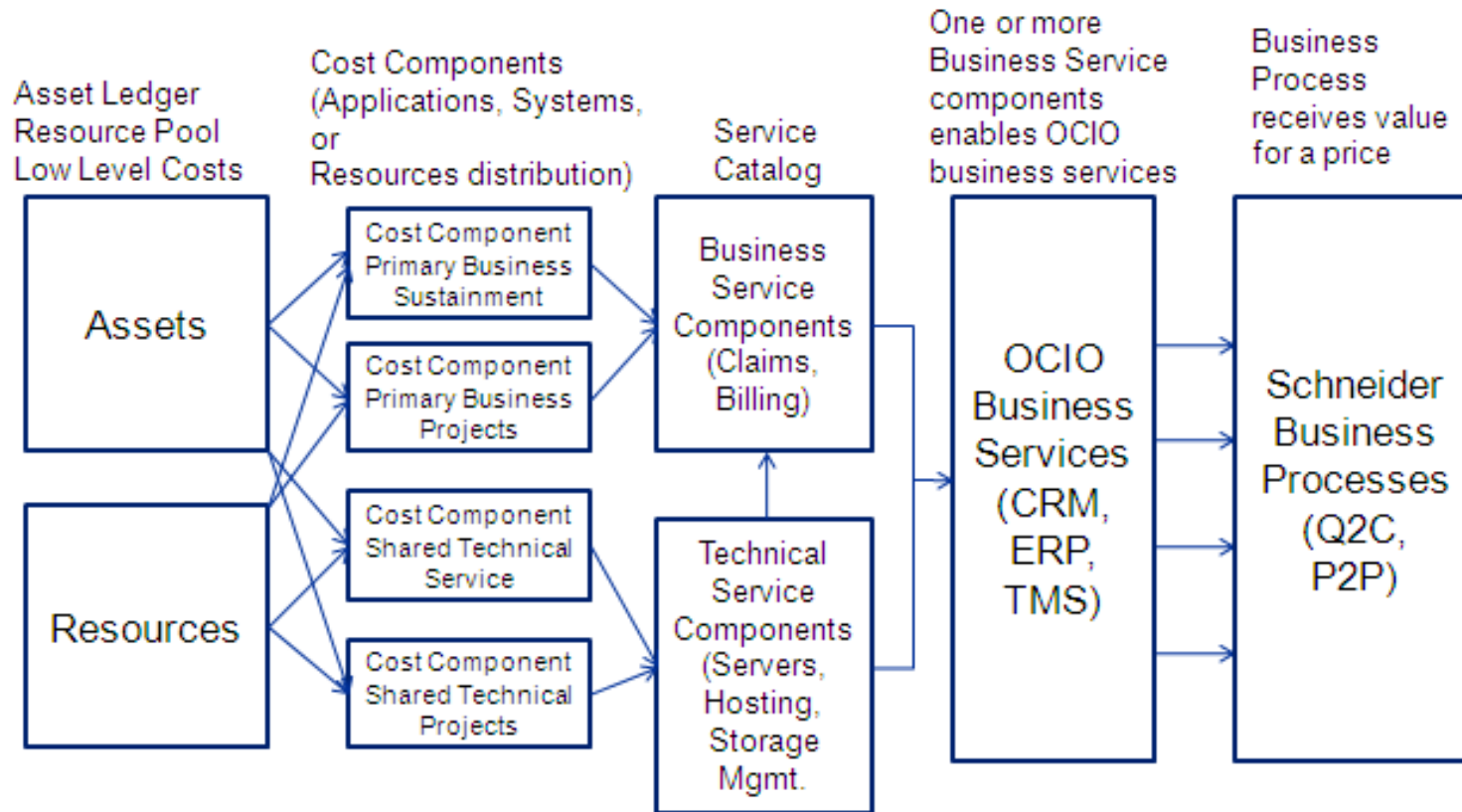
Technical Service Catalog

What services do I offer?
What service levels are available?
What are my key metrics?

OCIO



Invigorate Service Catalog : Service Model



Invigorate Approach

Phase -I Service Inventory

Key Activities

1. As-is Service Inventory analysis
2. As-Is IT Application inventory
3. As-Is Service to IT Assets inventory mapping
4. As-is Services to the key business process mapping
5. Resource Allocation to Current Services and Projects analysis
6. Identify Gaps
7. Clear, documented and agreed definition of "Service".
8. Identify and define IT and Business Services disposition

Key Deliverables

- As-Is Service ,service assets, components Inventory baseline.
- As-is Service portfolio Fit gap Analysis
- Service goals and definition
- IT technical service and Business Service allocation mapping

Phase-II Service Catalog Strategy & Design

Key Activities

1. Business and Customer demand analysis and scoring of to-be critical Services thru interviews ,workshops and ranking
2. To-be Business & IT Service design
3. Chose the tool for Service catalog hosting, integration, measurement and automation
4. To-be Business and IT Services integration mapping
5. IT Service –Assets, resources mapping
6. Populate the Service Catalogue

Key Deliverables

- Critical IT and Business Service scoring
- Approved Business and IT Service Data Model, attributes, process and policies def.
- Tool Application to host Service Catalog
- Customer facing Service Portfolio w/ Pricing Options

Phase-III Service Level Definitions & Management Reporting

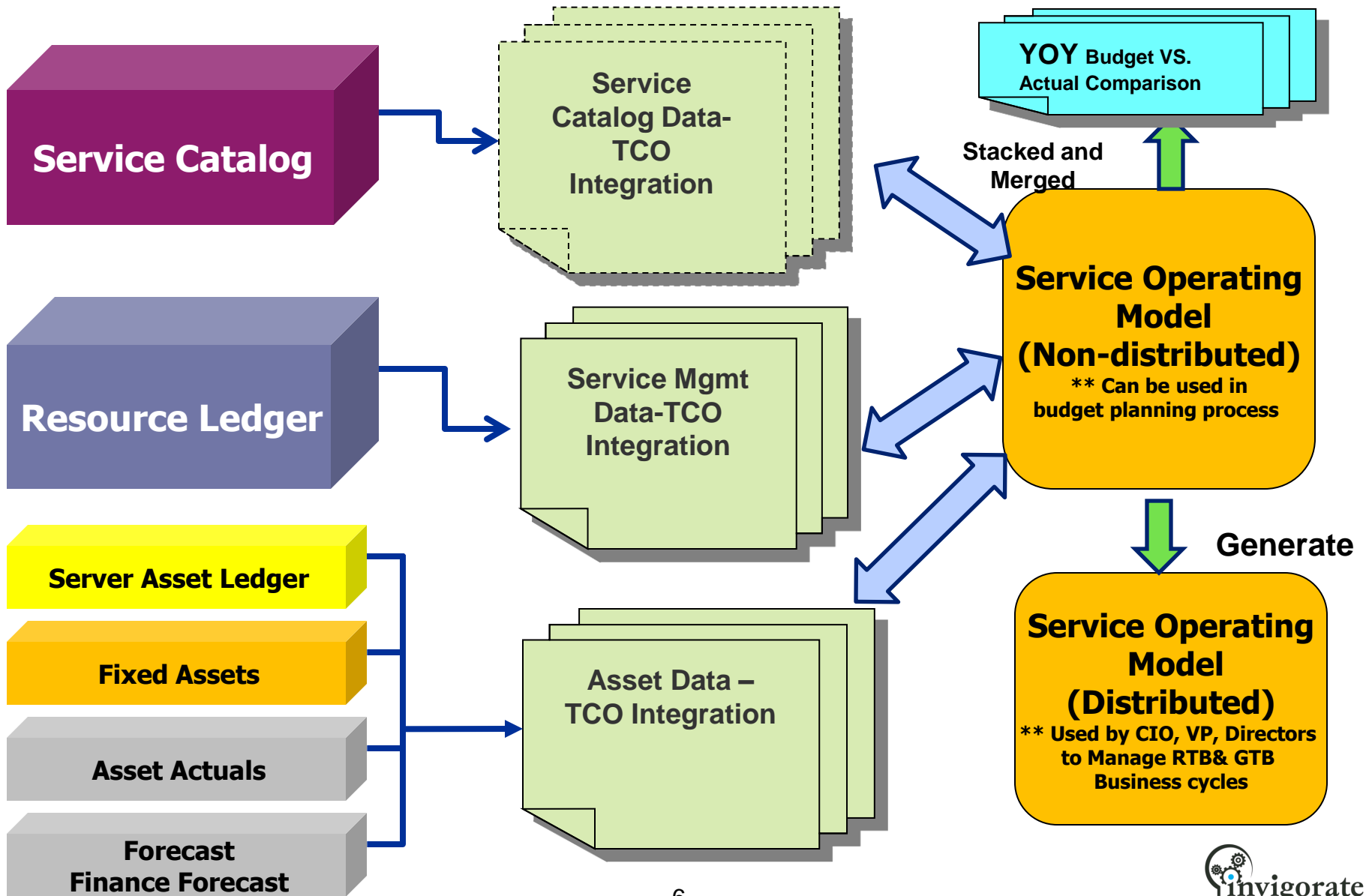
Key Activities

1. Resource and Asset allocation to the Services.
2. Service -cost allocation to achieve TCO model by service.
3. Finalized Catalog
4. Define Roles and responsibilities
5. Start base lining (ideally for 3 months) – performance data of critical services.
6. Service Level Definition (SLA, OLA etc) and draft SLA
7. Define service catalog mgmt Process
8. Service Portfolio Mgmt Process

Key Deliverables

- RACI Matrix
- List of Service Line ownership
- Updated TCO model by service
- Management Reporting
- SLA Document
- Service Catalog Management doc

Service Operating Model -Topology Architecture



Invigorate Service Catalog Execution Model

SERVICE CATALOG STRUCTURE

Service Name

Service Status <i>Customers will only see live services.</i>	<i>Live – Project (design, deploy) – Retired</i> Specify the status of the within the service life-cycle.
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Service description and ownership

Service Description	<i>Brief description of the service's main functionalities and business processes supported.</i>	
Service Objectives	<i>Brief description of the objectives of this service</i>	
Business Service Owner	Name	E-mail
	<i>Specify name</i>	<i>Specify e-mail address</i>
OCIO Service Owner	Name	E-mail
	<i>Specify name</i>	<i>Specify e-mail address</i>
Service Scope	<i>Who does use this service? Where is it used?</i>	
Service Provider/s	Internal	3 rd Parties
	<i>Who does supply the service internally?</i>	<i>What 3rd parties supply the service?</i>

Business Value

Vital Business Functions enabled by this service	<i>Critical business processes enabled by this service</i>
Business Impact caused by loss of service	<i>Tangible or intangible impact.</i>
Criticality Level	<i>High – Medium Low see table at page XXX</i>

Service Time (UCT – Universal Coordinated Time)

Service Hours	<i>Time when a service needs to be accessible by the users</i>
Support Hours	<i>Time when support is needed</i>
Maintenance Window	<i>Agreed window of time when planned maintenance or changes can be carried out. A notification needs to be sent to the users minimum 5 days in advance.</i>
Scheduled Maintenance	<i>Agreed window of time when scheduled maintenance is carried out. There is no need for notification, because is a regular event.</i>

Service Levels

	Metric	Measurement Mechanism	Measured Yes/not?
Availability	<i>Percentage of agreed service hours for which the service is available.</i>	<i>Mechanism/formula/tool used to measure the defined metric.</i>	
	<i>Maximum outage duration</i>	<i>Mechanism/formula/tool used to measure the defined metric.</i>	
Performance	<i>Key business transaction to be measured</i>	<i>Mechanism/formula/tool used to measure the defined metric.</i>	
Support	<i>Response Time</i>	<i>Mechanism/formula/tool used to measure the defined metric.</i>	
	<i>Resolution Time</i>	<i>Mechanism/formula/tool used to measure the defined metric.</i>	

Service-based SLA	✓	<i>Platinum – Gold – Silver - Bronze</i>	
Customer-Based SLA	X	<i>Customer A</i>	<i>Platinum – Gold – Silver - Bronze</i>
		<i>Customer B</i>	<i>Platinum – Gold – Silver – Bronze</i>
		<i>Customer C</i>	<i>Platinum – Gold – Silver – Bronze</i>
Corporate SLA	X	<i>Platinum – Gold – Silver - Bronze</i>	

Financial Information

Service Cost	<i>The cost of the service</i>
How the cost is allocated	<i>How the cost is allocated – charge back</i>
Suggestion to improve cost and use	<i>Suggestions to the users on how to decrease costs related to this service.</i>
Service Cost for alternative provider/solution	<i>The cost of the service if the service was provided by an alternative supplier.</i>

How to order the Service

How to order this service?	<i>Procedure to order this service.</i>
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Related Documents	<i>All related documentation, such as processes, procedures, OLAs, UCs, SLAs, technical documents etc.</i>
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Service Catalog Model View

Refresh

OCIO Service Catalog- Supply View

Business Service Type	(All)	▼
Service Component Type	(All)	▼
Service Type	(All)	▼

OCIO Service ▼ OCIO Service Component ▼ OCIO Service Cost Component ▼

Customer Relationship Management

- CRM - Billing
 - CRM-Billing & Tactical Reporting (BTR)-Maintenance
 - CRM-Billing & Tactical Reporting (BTR)-Support
 - CRM-Siebel-Billing-Maintenance
 - CRM-Siebel-Billing-New Dev
 - CRM-Siebel-Billing-Support
 - CRM-Siebel-Billing-Sus Dev
 - CRM-SOURCE - Order Billing Legacy-
 - CRM-SOURCE - Order Billing Legacy-Support
- CRM- Claims
 - CRM-Siebel-Claims-Maintenance
 - CRM-Siebel-Claims-New Dev
 - CRM-Siebel-Claims-Support
 - CRM-Siebel-Claims-Sus Dev
 - CRM-SOURCE - Cargo Claims -Maintenance
 - CRM-SOURCE - Cargo Claims -Support
- CRM COM-Quote and Order Automation
 - CRM-Siebel-Customer Order Management (COM)-Maintenance
 - CRM-Siebel-Customer Order Management

Discretionary and non-discretionary cost components (assets and resources) of a business service. Used to capture cost distributions from Central Navigation

Service to enable, support, operate and execute business functions through processes Navigation

Logical Breakdown of business services that further defines their value to the business. Often called as service offerings.
Used as inputs to identify OCIO service cost components Navigation

Service Catalog Operations-SLM

