Service Catalog Plan / Analyze Assessment & Roadmap

evergreen
IT that aims higher

A broad and deep actionable foundation in only two weeks

Only a beautiful, modern IT service experience will engage and delight your customers. The development of a customer-centric IT Service Catalog is the beginning of more customer-centric IT.

Evergreen's two-week engagement delivers not just a strategy and roadmap tailored for your organization, but a broad array of valuable tools and processes to underpin your Service Catalog initiative, including:
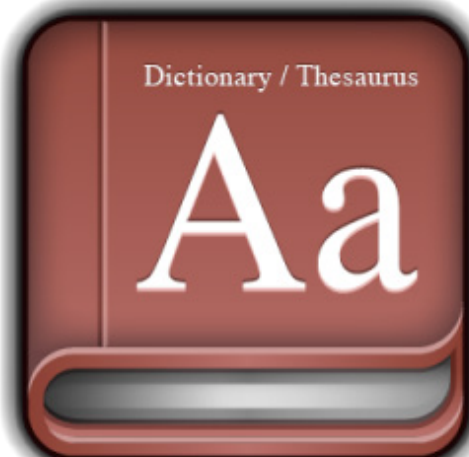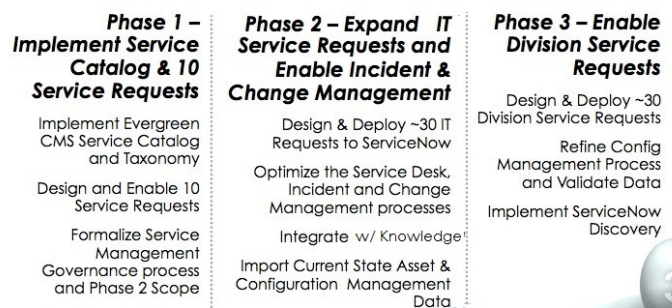
- A three-phase, strategic roadmap
- An updated ITSM Service-centric dictionary
- Defined Service Catalog roles and responsibilities / RACI
- ITIL best practices guidance in related areas of Incident, Problem & Change Management
- Guidance on using CIs & the CMDB to manage Services, offerings and SLAs / OLAs
- A working v1 Service Taxonomy framework (mind map) organizing IT's enterprise services, with supporting Use Guide
- A Service Design Process, configured for your use
- A high-level, pilot Service Catalog "future state" portal with sample, developed Services
- An executive briefing of findings, deliverables and recommendations, including Phase 1 recommended activities and rough order costing

Recommended Phased Approach

Phase 1 – Implement Service Catalog & 10 Service Requests

Implement Evergreen CMS Service Catalog and Taxonomy

Design and Enable 10 Service Requests

Formalize Service Management Governance process and Phase 2 Scope

Phase 2 – Expand IT Service Requests and Enable Incident & Change Management

Design & Deploy ~30 IT Requests to ServiceNow

Optimize the Service Desk, Incident and Change Management processes

Integrate w/ Knowledge

Import Current State Asset & Configuration Management Data

Phase 3 – Enable Division Service Requests

Design & Deploy ~30 Division Service Requests

Refine Config Management Process and Validate Data

Implement ServiceNow Discovery

A "Services-centric" dictionary

Customer-centric ITSM stretches the limits of ITIL definitions and even calls for new definitions not covered by ITIL, such as "Service Taxonomy." What is a Service versus what is a Request? How do they work together? How do Service Catalog and Service Portfolio fit together? These questions and more must be answered for clear team communication.

As part of this engagement, Evergreen provides our ITSM Service-Centric Dictionary (at no additional cost) and we refine it for your specific needs.
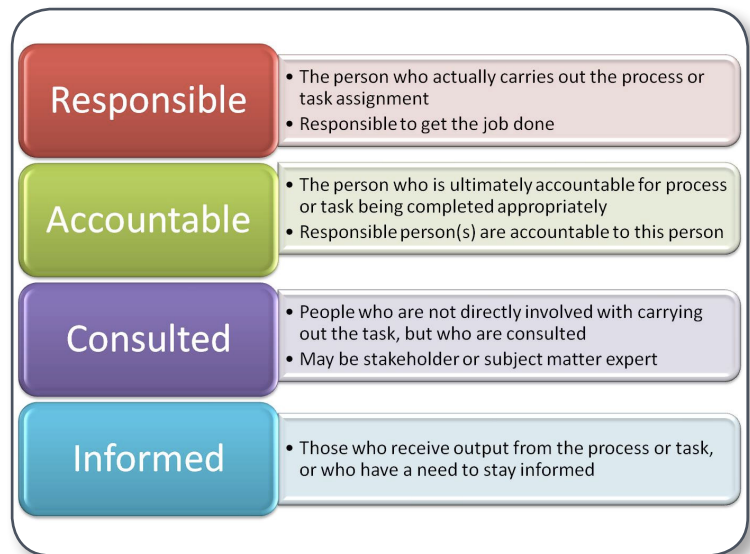
Dictionary / Thesaurus

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Roles and responsibilities

What is the role of a Service Manager? Or a Service Owner? How do they interact with each other, as well as customers, customer executives and other providers? What is each responsible for? Whom do they depend on?

As part of this engagement, Evergreen brings our best practices definitions for these roles, and our Services-oriented RACI matrix, which help answer these questions and more as we work with you to create your initial, high-level Services RACI structure.

Responsible
- The person who actually carries out the process or task assignment
- Responsible to get the job done

Accountable
- The person who is ultimately accountable for process or task being completed appropriately
- Responsible person(s) are accountable to this person

Consulted
- People who are not directly involved with carrying out the task, but who are consulted
- May be stakeholder or subject matter expert

Informed
- Those who receive output from the process or task, or who have a need to stay informed

ITIL best practices grounding

Customer-centric IT Service Management doesn't stand alone.

It is part of a synchronous delivery of ITIL elements including Incident, Problem, Knowledge, Change and Configuration Management. As part of this engagement, we will gain an understanding of your process maturity in these areas, explore the dependencies between these processes and identify key next steps to support better IT Service delivery, end to end.

Configuration Management is a key area of focus because it is foundational to delivering consistent, high quality Services over time. As part of this engagement we will understand your current state, review best practices with you, and show you how to use CIs to identify Services, Service Offerings and Service Level Agreements, so your Service configurations will be accurate and compelling.

Service Catalog

Incident

Problem

Change

Configuration Mgmt.
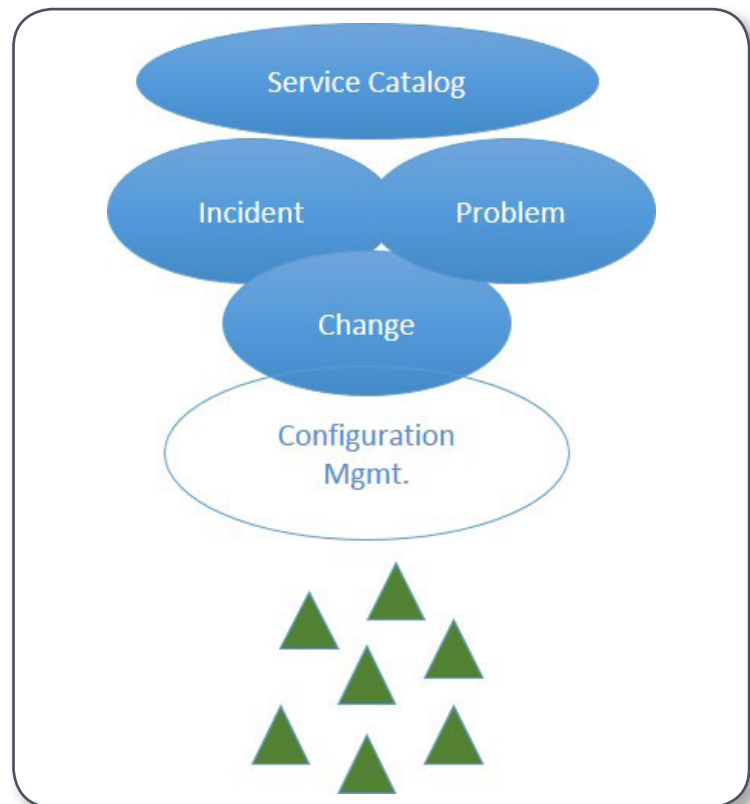
A Service Taxonomy is key to success with Service Catalog

Delivering and managing services requires a good taxonomy framework. Without this, services can quickly sprawl out of control and become duplicative – confusing you and your customer.

Creating and managing a taxonomy is a group effort – so a powerful visual tool for working together is a must.

Evergreen has developed a complete, extensive Service Taxonomy Framework in a powerful and easy-to-use mind mapping application – XMind.

As part of this engagement, Evergreen provides our Service Taxonomy Framework to you at no additional cost (a $7,500 value) along with our use and best practices guide, as we work with you to develop your v1 taxonomy.
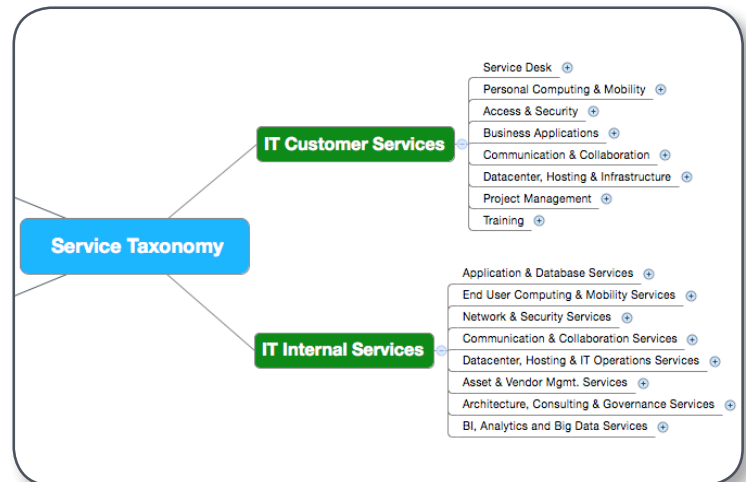
A good Service Design Process ensures complete, consistent services

A good, reusable Service Design Process is foundational for building complete, consistent Services. It considers the policy, process, technology and management factors that go into making effective, durable services.

As part of this engagement, Evergreen brings our Service Design Process template set (at no additional cost) and works with you and your team to develop high-level, example services.


Self-service Catalog and portal "future-state" pilot

Only a beautiful, modern service experience will engage and delight your customers.

Evergreen's Employee Self-Service Catalog and Portal (ESS) solution, built on ServiceNow, is an engaging and intuitive environment where your customers can shop for goods and services, report problems, answer questions and easily check status of their open requests.

As part of this engagement, Evergreen will build your own private, demo version of our ESS solution, personalized for your look and feel.

Not only will you be able to clearly explain your Service Catalog strategy and roadmap, you will be able to demonstrate what a potential future state of IT Services could look like in your organization.
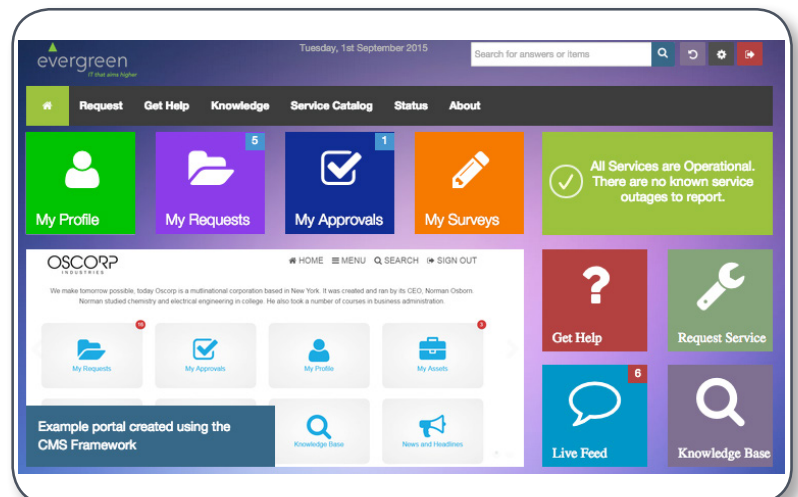
Sample services help clarify the future

While a consistent Service Design Process is key, it is equally important that customers see consistent Service presentation. The relevant Service details must be presented to the customer in a complete but easy to understand fashion – enabling them to make a self-service decision.

As part of this engagement, Evergreen will create Service presentation "tombstones" in your ESS portal, for any sample Services designed.
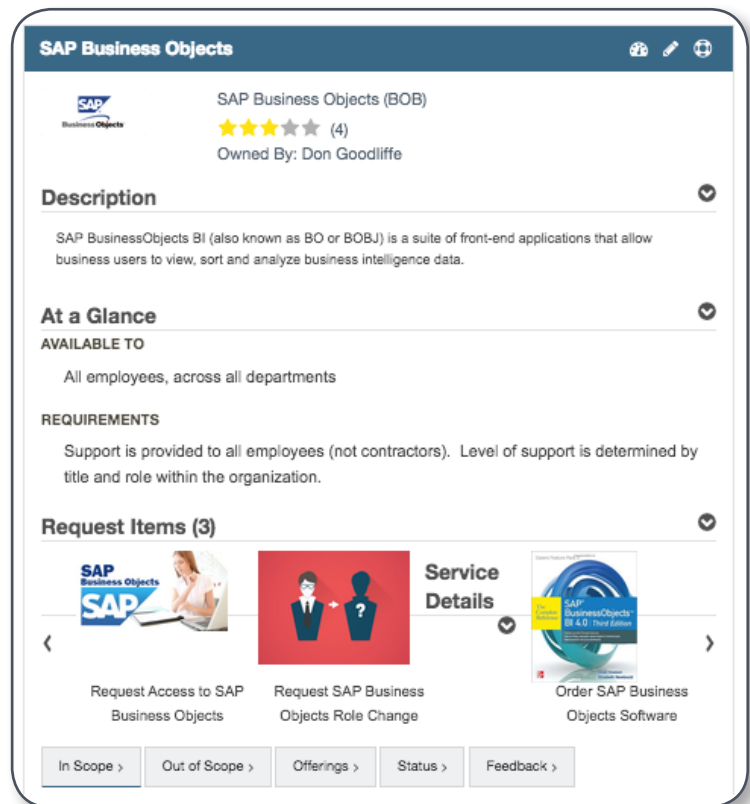
Executive briefing of roadmap, findings and deliverables

Focusing customer in, rather than IT out can dramatically change how IT delivers Services – often beginning with the Service Catalog.

Evergreen will deliver and discuss the findings, observations, best practice recommendations, the Multi-Phase Roadmap and recommendations for Phase 1 activities / estimated cost in an executive briefing.

Additionally, we will present the supporting artifacts developed and next steps for their use, including the Service Taxonomy, the Service Design Process and the Self-Service Catalog and Portal Pilot.

Evergreen delivers our Service Catalog Plan / Analyze Assessment and Roadmap engagement over a period of two weeks, at a price of $17,500 plus travel expenses.

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