ITIL® Poster Series #26
## The Types of Service Catalogue

Good e-Learning

Introduction

This poster shows you the various views that may be used for a service catalogue, and how the service catalogue may be used in a variety of organizational structures. It re-iterates the use of service categories in grouping services together.

Types of Service Catalogue

The diagram shows the two key types of service and an example of how they can be linked to each other and to the business customers and business processes they support.

The customer-facing services shown also reflect concepts from ITIL Service Strategy regarding service classifications for service packaging. Two of the three service classifications are highlighted in this particular example: core services and enhancing services. The figure also shows one simple service package consisting of one core service and one enhancing service, with a single service level agreement (SLA) covering the package. The remaining services are all covered by their own SLAs.
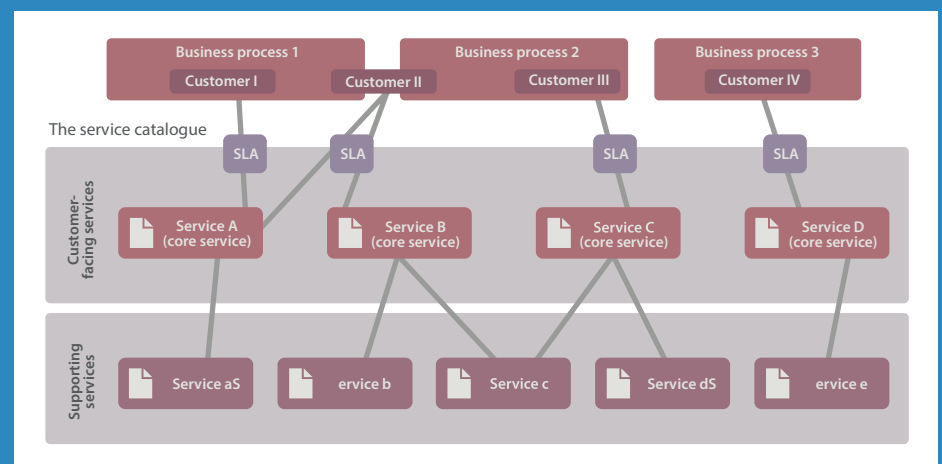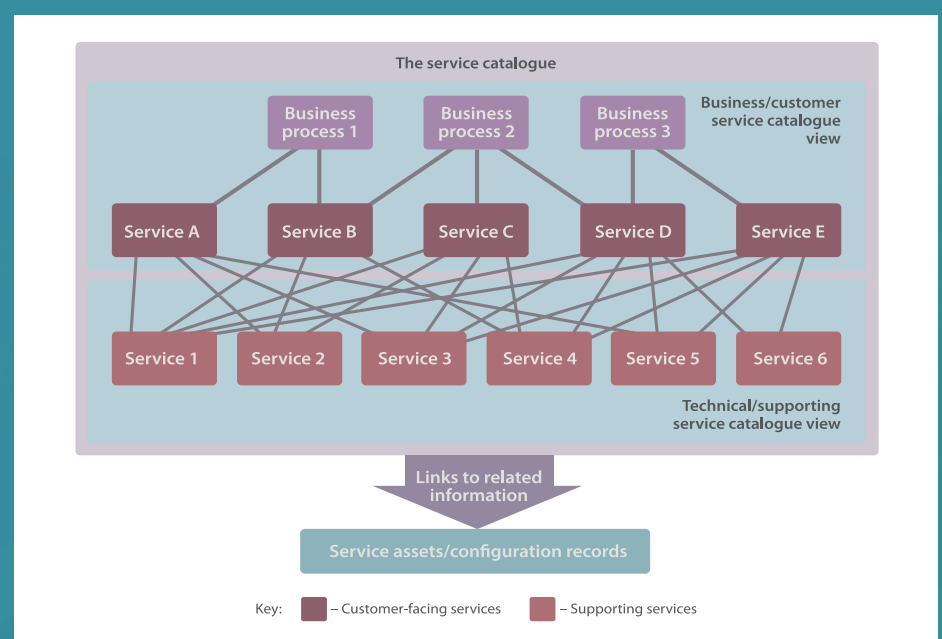

Service Catalogue with two views

This diagram shows a service catalogue with two views:

The business/customer service catalogue view
This contains details of all the IT services delivered to the customers (customer-facing services), together with relationships to the business units and the business processes that rely on the IT services. This is the customer view of the service catalogue. In other words, this is the service catalogue for the business to see and use.

The technical/supporting service catalogue view
This contains details of all the supporting IT services, together with relationships to the customer-facing services they underpin and the components, CIs and other supporting services necessary to support the provision of the service to the customers.

Service Catalogue with three views

This diagram shows a service catalogue with three views:
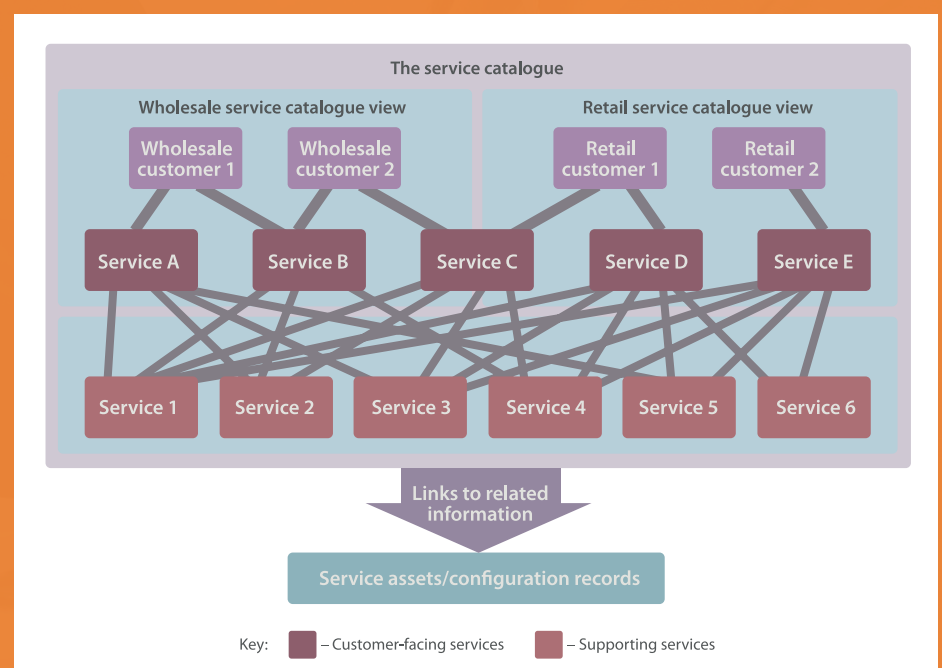
Wholesale customer view
This contains details of all the IT services delivered to wholesale customers (customer-facing services), together with relationships to the customers they support.

Retail customer view
This contains details of all the IT services delivered to retail customers (customer-facing services), together with relationships to the customers they support.

Supporting services view
This contains details of all the supporting IT services, together with relationships to the customer-facing services they underpin and the components, CIs and other supporting services necessary to support the provision of the service to the customers.

Note: in this example how customer-facing service C appears in both the wholesale view and the retail view. It is also possible that the different views might reflect hierarchical relationships beyond one level of customer and one level of supporting service. Services are also likely to be packaged and then service packages will be shown in the appropriate service catalogue view(s).