



Introducing the First Open Source Community For Service Catalogs

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Agenda

- Why a Service Catalog Community?
- Service Catalog Community Preview
- How You Can Participate?

Why a Service Catalog Community?

- HUNGER...for the creation of a “front office” for IT centered upon a Service Catalog
- CONFUSION...regarding the scope, content and purpose of a Service Catalog
- NEED...for an industry recognized starting point and set of standards
- OPPORTUNITY...to establish a community that adds to and evolves the discipline

Goals for the Community

- **Place to Share Best Practices**
 - Downloadable Service Catalog Templates
 - Forums for sharing ideas and soliciting community input
- **Place to Develop Service Catalog Standards**
 - Resource library articles and presentations
 - FAQs
- **Tools to Educate Your Organization on Benefits**
- **Community Managed**
 - Editorial Board guides content, structure, mission
 - Vendor sponsored – but Vendor neutral



DEMONSTRATION



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Login to view [Community Service Offerings](#) in a Live Service Catalog environment.

Welcome to the **Open Source Service Catalog Community (OSCC)**. This community is dedicated to the creation, sharing and distribution of Service Catalog and Service Portfolio best practices. The OSCC is created, managed and maintained by independent IT practitioners committed to helping you deliver greater IT value and to foster better IT-Business alignment.

As an Open Source community – your contributions are critical to building and fostering a vibrant forum to achieve our goals. The discussion forums, articles, downloadable Service Catalog templates are all there for you to contribute, comment on and add to. Our [Editorial Advisory Board](#) includes representatives from world-recognized Fortune 500 organizations, industry analysts firms, leading systems integrators and other Service Catalog solution vendors to ensure the best practices Service Catalog templates you can download from this site are just that – Best Practices.

Hint #1: Not sure how to get started? Go to the Community editable article on [Navigating through the OSCC](#).

Featured Blogs

Rodrigo Flores

All about IT service catalogs, ITIL, ITSM and other topics that touch IT Service Management

[ServiceCatalogs](#)

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Charles T. Betz

Enterprise Resource Planning for IT

[ERP4IT](#)

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Troy DuMoulin

The Hitch Hiker's Guide to the ITIL Galaxy and Beyond

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Featured IT Services

Service Offering Master Template

This is the master template containing all the necessary fields for IT to fill out in order to create a ... [more](#)

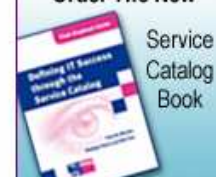
Email and Collaboration

Provides secure access to corporate email account and collaborative scheduling capabilities. Packages are available for Standard Users, Power Users who ... [more](#)

Personal Computing Offering

The Personal Computing service provides end-to-end lifecycle support for company desktops and laptops. It includes a portfolio of ... [more](#)

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Service Catalog Book



Service Catalog Customer Webinar

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**DOWNLOADABLE
TEMPLATES
OF BEST PRACTICES**

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Service Request Master Template

Version 5, changed by admin. 02/14/2007. [Show version history](#)

Featured: Yes
Name: Service Request Master Template
Category: Core Request Definitions
SubCategory:
Author: bfine65

Date Posted: 02/13/2007 11:31AM

Description: This is the master template containing all the necessary fields for IT to fill out in order to create a service request for the end user. It includes descriptions, service levels, pricing and form fields.

Rating: 5 (1 Ratings Total) [Rate This Page](#)

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▼ SC Attachment (1)

File	By	Size	Attached	Ver.
 Service Request Template OSSCCv2.doc	bfine65	248K	02/13/2007	2

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CREATE THEIR OWN
EXAMPLE SERVICES**

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Service Requests

Open Source Service Catalog Community Service Catalog

The Open Source Service Catalog Community (OSCC) is committed to the free exchange of thoughts and cutting-edge Service Catalog and IT best practices. **Service Requests are the employee-centric, request-oriented view of the Service Catalog that is used by End Users to browse and submit requests for IT services.** This is sometimes referred to as the "Service Request" or demand catalog because it is used mostly for ordering services.

As a member of the OSCC, you can download, comment on, rate and edit best practices contributed by others, and, you can contribute your own best practices by downloading a Service Request template, completing the various sections of the template and then submitting it back to the community. *Click on the link to the right, you can also view these best practices in the live OSCC Service Catalog environment.*

Hint #1: Not sure what we mean by Services Offering or Service Requests? Take a look at the [Community Blog on Definitions](#) or [Community Blog on Content](#).

Hint #2: Not sure how to get started? Go to the Community editable article on [Navigating through the OSCC](#).

[create new request](#)

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Category	Sub Category	Name	Description
Core Request Definitions		Service Request Master Template	This is the master template containing all the necessary fields for IT to fill out ... }
End User IT Services	Computer Hardware and Accessories	New Desktop Computer - Standard	Service request for a new desktop computer - the current corporate standard desktop computer, plus a ... }
End User IT Services	Network	Email Account - Standard User	Service request for a standard email mailbox plus 100MB of storage. }

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Discuss IT Service Definition

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Posted by **mhamilton11** on 02/13/2007 | [0 replies](#)

Tags: none

There a definition of [IT Systems](#) posted in the Articles Section. This forum area provides the opportunity to share your thoughts with the community.

Replies

▼ Attachments (0)

Editorial Board



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