

Title :

Provides a model for implementation and deployment of the service catalog management process

Abstract :

According to the increasing growth of technology, the IT services usage for the organization is not only a competitive advantage, but also has become a strategic resource for organizations. Due to the strategic role of IT services management for the organization, frameworks and best practices such as ITIL, COBIT, ISO, etc. have been developed to fully describe the types of service management processes. One of the most important management services is the Service Catalog management (SCM). The product of this process is a services catalog that results to make Transparent and understand other processes and individuals from the services available in the organization. The frameworks and best practices of IT management, only describe this process and do not mention how it is implemented. Our goal in this study is to provide a model for implementing and establishing the service catalogs management process in an organization, a knowledge study is necessary to cover the ambiguous areas that cause the failure or weakness of the process implementation. The steps to implement the proposed model are based on the research history, includes steps 1- Identification services, 2- Separation services 3- Information categorization and publication 4- Process management. The Steps have been taken to solve the implementation problems use some techniques and approaches that have resulted to a number of features. One of the features is the categorization of service types and the automatic extraction of these services. The proposal Model is being implemented in ZOOBAHAN Isfahan Company, and the has been reviewed and approved by some experts through questionnaires

Keywords :

Catalog services, IT, Service Management, Service Portfolio