

# Service Catalogue Assessment

## Service Description

The Service Catalogue Assessment provides an objective, current-state assessment of how IT is delivering to the needs of the business and looks at how the implementation of an IT Service Catalogue and outcome-based services can help align IT to the business. The Hummingbird service helps businesses mature their IT service environment to where IT is seen as a strategic partner and enabler to the business.

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# Service Description

Implementation of a Service Catalogue can help organisations mature the delivery of IT services. Defining a service catalogue brings benefits to the organisation by standardising the services provided, providing predictable outcomes and results at a consistent and predictable cost. This will in turn, improve the satisfaction of the consumers of the service, and business overall.

A Service Catalogue should be used to define and document all the common tasks and services that are requested on a regular basis within the day-to-day operations of the IT environment. The catalogue should define the deliverables fulfilled within the request, the expected business outcomes of the request. This is to ensure the consistency of the delivery of the tasks, quality and alignment to user and business expectation.

Benefits of a Service Catalogue:

- Centralised Management of Request via Service Catalogue
- Simplicity for the User
- Self Service
- Improvement in Business processes
- Better Control
- Standardisation of IT tasks
- Cost reduction
- Improvement in financial management
- Increase user satisfaction
- Maximise business benefits

Hummingbird's consultancy services provide the expertise necessary to aid you in addressing how IT service are currently being delivered, and how the implementation of a service catalogue and outcome-based delivery can help eliminate the challenges and issues facing the business.

## Customer Scenarios

### Driving Business Outcomes

Underperforming IT services are commonly due to either IT focused solely on operational activities or tasks, and in situations where the IT resources are stretched due to poor operational processes or inadequate use of tools. Therefore, as part of maturing the delivery of IT, standardisation of common service and process as well as defining the associating outcomes align to business expectation can help improve the delivery of IT services. It also improves the satisfaction of IT resources as the processes and deliverables are clearly defined and standardised, and user satisfaction is improved as the outcomes are consistent when performed.

### Understanding the true cost of IT

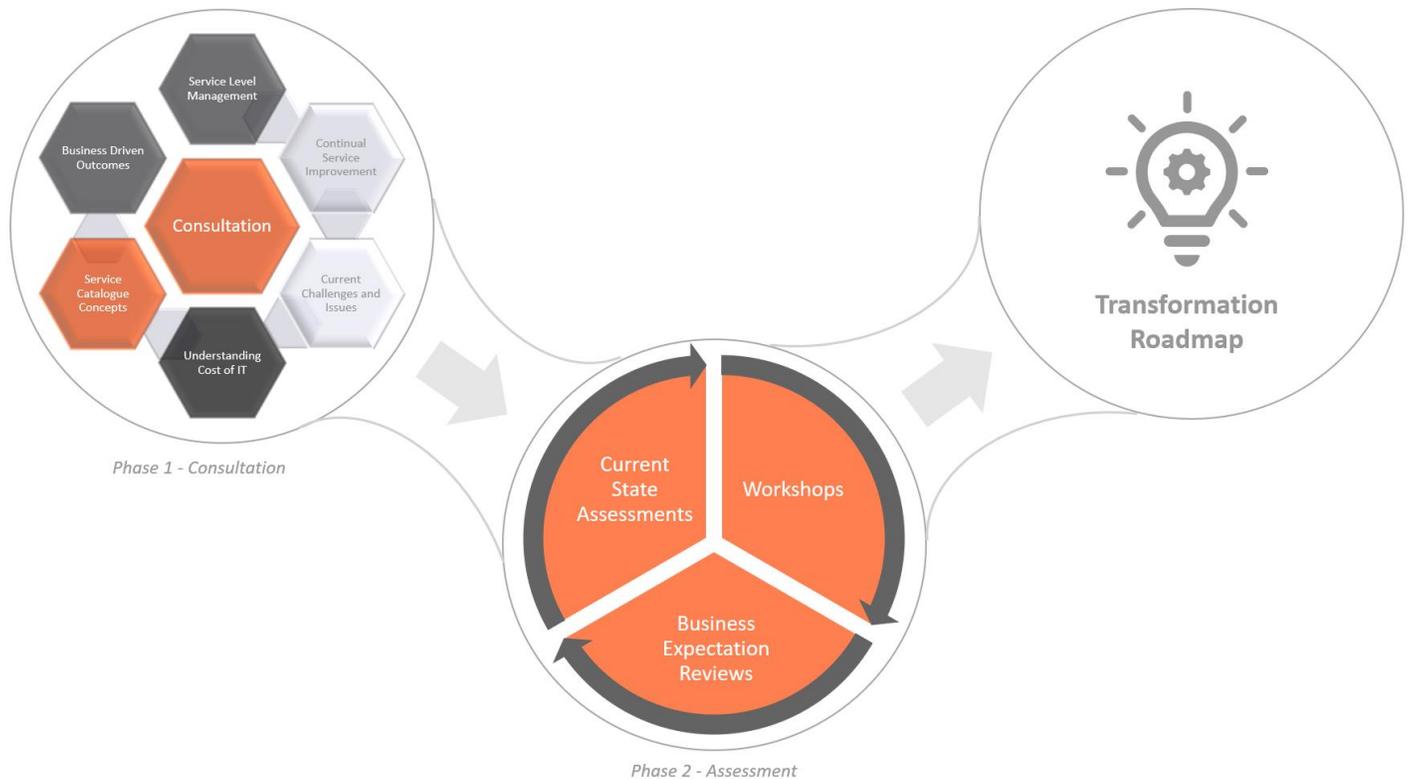
Understanding your costs is vital for making informed business decisions. Implementation of a Service Catalogue sets the foundation for businesses to understand the true cost of the delivery of IT services. Once the catalogue services are defined (repeatable tasks with specified outcomes), the cost to deliver those tasks and requests are also defined, allowing businesses to understand the cost of delivering the IT services under the associated business outcomes.

### Improve User Satisfaction

As IT services are aligned to business expectations with the implementation of a service catalogue, one of the main benefits, is the improved user experience and overall satisfaction of end users. This is due to the consistency of services delivered under the IT Service Catalogues, as the required outcomes are defined, and the time expectation to deliver those services are also defined. This ensures, that each time a user requests an IT service, they get the same consistent result each time, improving satisfaction and overall experience.

## Key Features

Hummingbirds Service Catalogue Assessment covers phased approach of consultation and workshops, discussing the current challenges facing the organisation, the desired end state goal, and recommendations on how those end state goals can be achieved. The first phase is a consultation-based engagement, where concepts of a service catalogue and associated best practices are presented and discussed. The second phase is a deep dive into the current state of IT services, which includes workshops, review of existing associated services documentation and discussions with business stakeholders. The end goal of the consultation and assessment is to give businesses a recommendation of how they can achieve their desired end-state and recommended transformation roadmap.



## Consultation and Assessments

To understand what you need; the initial part of the engagement is a combination of both consultations and assessments to understand where you are now. The first phase is targeted to first present concepts around Service Catalogue and other best practices, but its main objective is to promote conversation around how services are being delivered currently and associated challenges facing the business in relation to those IT services. Once the challenges have been identified and discussion around the desired end-date have been completed, the second phase (Assessments), goes into a deeper dive investigation to identify the source of the challenges and provide recommendations based on workshops and reviews of existing services.

The Phase 1 Consultation includes:

- **Service Catalogue Concept Presentation** – Presentation on the concept of a Service Catalogue and the underpinning structures that supports implementation of a Service Catalogue (such concepts as how to drive business outcomes, drive behavioural change, and the use of service levels, tracking and reporting etc).
- **Business Discussion** – Open discussion on the challenges facing the business and what is the desired end-state that they are trying to achieve.

The Phase 2 Assessment includes:

- **Service Documentation Reviews** – includes an analysis of any existing service contracts, service reports, user satisfaction surveys and associated documents to evaluate the current state of services. The review of the existing defined services needs to be aligned to the challenges identifies in phase 1 to ensure the review is focused on the challenges facing the business.
- **Workshops** – Assessment will include various workshops, which are either conducted to discuss topics associated to the identified challenges or to seek further clarification on information and documentation received.

- **Business Expectation Reviews** – Throughout the assessment it is important to seek feedback from stakeholders and consumers of the IT services to get a full 360-degree view of the challenges facing the business. It is essential that the assessment have both a business/user view of the IT services delivered as well as from IT operations.
- **Recommendations** – By analysing the output of the workshops and reviews, we can build a picture of the current state of your business and where your key pain points are. Based on this, we then apply our knowledge of best practice in order to provide recommendations on changes that can be made to either eliminate those pain points or provide a roadmap to the desired end-state. This is documented in our final report, together with a plan for implementing the improvements.

## Pricing Structure

The following describes the items that will be seen on a quote or service order relating to this service and the structure of those items in building this service.

### Service Catalogue Consultation:

The specific service lines are on request

### Service Catalogue Assessment:

The specific service lines are on request

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