Service catalog management focuses on providing and maintaining a database containing information about all services, including those services that are chartered or retired. This information, stored in a database called the service catalog, displays customer-facing and supporting views of all service information.

What’s in it for you?

The service catalog management process allows staff to

- organize service data into a single, authoritative source;
- improve the user experience by describing services using clear, concise language; and
- easily find the requirements needed to access a service.
What’s in it for Penn State?

The service catalog management process benefits the University by helping to

- ensure that services offered are closely aligned with Penn State’s mission of teaching, research, and service;
- provide a single source of accurate, consistent information about University services; and
- present a single, intuitive interface for users requesting a service.

At the local level, a process manager maintains procedure documentation and coordinates training for his or her unit. The process manager also monitors and reviews service levels and process reporting.

You can find your local process manager’s contact information at http://smo.psu.edu/contact-us/

ITIL Definition

The process responsible for providing and maintaining the service catalog and ensuring that it is available to those who are authorized to access it.