PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Service Catalogue Management Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: No Certificate	

Course Syllabus

Our IT Service Catalogue Management Masterclass will cover the following topics:

- What is a Service Catalogue
- What are the benefits of having a Service Catalogue
- The development lifecycle, the Service Pipeline and the Service Portfolio
- Business Service Catalogue and Technical Catalogue
- The Service Catalogue Management process down to activity level
- Process interfaces and dependencies
- Techniques and methods we can use to manage the Service Catalogue
- Roles and responsibilities
- The technology that underpins and supports the catalogue
- An implementation roadmap
- Metrics, KPIs and reporting
- Keeping the catalogue up to date
- How to communicate the benefits
- Ongoing continual service improvement
- Current and future challenges

Course Overview

Service Catalogue Management has become flavour of the month - it has great benefits, but only if done correctly. If you are struggling to get your head around the concept, or have started but stalled or are creating multiple service catalogues then you should attend our IT Service Catalogue Management Masterclass.

Our one-day IT Service Catalogue Management Masterclass will look at the purpose of the Service Catalogue, who the stakeholders are and their requirements.

Course Learning Outcomes

By the end of this masterclass, participants will possess a thorough understanding of the principles and practices of IT Service Catalogue Management. They will be equipped to design, maintain, and optimise a service catalogue that effectively represents the IT service offerings, facilitates seamless service delivery, and enhances the value perception among business users and stakeholders.

Our IT Service Catalogue Management Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.

Audience

Our IT Service Catalogue Management Masterclass is suitable for anyone who would like a better understanding of the Service Catalogue Management process.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Service Catalogue Management Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Service Catalogue Management Masterclass.

What's Included

Our IT Service Catalogue Management Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Service Catalogue Management Masterclass.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our IT Service Catalogue Management Masterclass will have given you an excellent summary of the Service Catalogue Management area.