



MANUAL TRANSMITTAL

Department of the Treasury
Internal Revenue Service

2.142.2

FEBRUARY 7, 2024

EFFECTIVE DATE

(02-07-2024)

PURPOSE

- (1) This transmits revised IRM 2.142.2, Service Catalog Management, Service Catalog Management Process and Procedures.

MATERIAL CHANGES

- (1) Revised document with the following changes:
 - Updated new Chief Information Officer
 - Changed IRM 2.142.2.2.5.1 SCM 1.0: Process Service Catalog Change Request (CR) to SCM 1.0: Process Service Catalog Enhancement Request
 - Changed IRM 2.142.2.2.5.2 SCM 1.0 Process Service Catalog Diagram to SCM 1.0 Process Service Catalog Enhancement Diagram
 - IRM 2.142.2.1.2 Authority - Changed Service Level Management (SLM) to Service Improvement (SI)
 - IRM 2.142.2.1.4 Program Management and Review - Technology and Tools Statement - Updated tool name from Knowledge Incident/Problem Service and Asset Management (KISAM) to Internal Revenue Workflow Optimization Request and Knowledge System (IRWorks)
 - IRM 2.142.2.1.5.2 Metrics - Removed second paragraph to more align with Metrics, and removal of reference to IT Process Asset Library (IT PAL)
 - IRM 2.142.2.1.6.2 Acronyms - Changed Knowledge Incident/Problem Service and Asset Management (KISAM) to Internal Revenue Workflow Optimization Request and Knowledge System (IRWorks)
 - IRM 2.142.2.1.8 Training - Removed section as it is not required in template
 - IRM 2.142.2.2.1 Main Process Diagram - Changed SCM 1.0 from Process Service Catalog Change Request (CR) to Process Service Catalog Enhancement Request. Changed Data swim lane from KISAM to IRWorks
 - IRM 2.142.2.2.3 Outputs - Updated Service Catalog, changed KISAM to IRWorks
 - Activities - Changed SCM 1.0 Name from Process Service Catalog Change Request (CR) to Process Service Catalog Enhancement Request
 - SCM 1.0 Process Service Catalog Change Diagram - Changed title to SCM 1.0 Process Service Catalog Enhancement Diagram. Replaced all reference to KISAM with IRWorks and Change Management to Service Catalog Enhancement
 - Changed SCM 1.0: Process Service Catalog Change Request (CR) to SCM 1.0: Process Service Catalog Enhancement Request. Replaced all reference to KISAM with IRWorks and Change Management to Service Catalog Enhancement
 - Publish Service Catalog Request. Replaced all reference to KISAM with IRWorks and Change Management to Service Catalog Enhancement

EFFECT ON OTHER DOCUMENTS

IRM 2.142.2 dated June 5, 2020 is superseded.

AUDIENCE

This Process Description is applicable to all IT Organizations, contractors, and other stakeholders having responsibility for service offerings and requesting any changes to the Enterprise IT Service Catalog.

Kaschit Pandya
Acting, Chief Information Officer

2.142.2

Service Catalog Management Process and Procedures

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2.142.2.1
(02-07-2024)
Program Scope and Objectives

- (1) This document describes the formal process for implementing the requirements of the Service Catalog Management (SCM) process. It provides an operational definition of the major components of the process and how to perform each step in the process. This document also describes the logical arrangements of steps that are essential to successfully completing the process and achieving its desirable outcome.
- (2) All IT service owners are involved in the lifecycle activities for the introduction of a new service offering, change to an existing service and the retirement of a service, in the Internal Revenue Service (IRS) production environment. The SCM Process Manager will coordinate with each ACIO organization to ensure only operational services are entered in the Enterprise IT Service Catalog.
Overview - This IRM describes the formal process for managing the Enterprise Information Technology (IT) Service Catalog for the SCM process.
- (3) Purpose - This IRM contains procedural steps for SCM process owners, service catalog managers, service owners, Associate Chief Information Officer (ACIO) liaisons and frontline managers. The purpose of SCM is to standardize processes and procedures for updating, maintaining, and managing the Enterprise Information Technology (IT) Service Catalog. The Service Catalog is a list of services with information about all operational IT services, including those available for deployment. The Service Catalog is the part of the Service Portfolio published to our customers and used to support delivery of IT Services. The Service Catalog includes information about deliverables, contact points, ordering and the request process. The SCM process is supported by Internal Revenue Workflow Optimization Requests and Knowledge System (IRWorks) Service Management tool. The Enterprise IT Service Catalog list of services managed by this process and stored in the IRWorks SCM module.
- (4) Audience - IT organizations providing IT service offerings.
- (5) Policy Owner - User and Network Services (UNS), ACIO is responsible for overseeing all aspects of SCM.
- (6) Program Owner - UNS is the program owner for SCM.
- (7) Primary Stakeholders - The primary stakeholders are UNS, Enterprise Operations (EOps), ACIO Strategy & Planning (S&P), Application Development (AD), Cybersecurity, and Enterprise Services (ES).
- (8) Program Goals - This IRM provides the fundamental knowledge and procedural guidance to maintain the Enterprise IT Service Catalog.
- (9) Mandate - The SCM process will Develop, publish, and maintain an Enterprise IT Service Catalog that encompasses a list of all operational IT services provided by the IT organization. Monitor, measure, and report on the Enterprise IT Service Catalog effectiveness and instigate corrective measures whenever appropriate. Provide and improve the relationship and communication with the business and customers in conjunction with business relationship management. Align IT services to the business needs. Ensure that SCM directives, policies and procedures aligned with the Service Planning and Improvement (SPI) and Service Improvement (SI) directives, processes, and procedures.

2.142.2.1.1
(02-07-2024)
Background

- (1) A process is “A set of related activities accomplishing a common goal.” The document defines process description, process goal and objectives, role definitions, policies, and other process related attributes.

2.142.2.1.1.1
(02-07-2024)
Process Description

- (1) Service Catalog Management process ensures the Service Catalog is produced and maintained, containing accurate information on all operational services and those being prepared to run operationally. Service Catalog Management provides vital information for all other Service Management processes: service details, status, and services interdependencies.
- (2) The Service Catalog is a database or structured document with information about all available IT Services. The Service Catalog is published to customers and used to support the delivery of IT Services. It includes information about deliverables, contact points, ordering and request processes.

2.142.2.1.1.2
(02-07-2024)
Goal

- (1) The process goal describes a specific purpose or achievement toward which the efforts of the process direct. Each process has a specific focus and when combined with other processes, forms a comprehensive framework for delivering and managing services.
 - To ensure a current Service Catalog is developed, maintained, and meets the agreed functionality, usability, accessibility, and performance requirements of all those using it.

2.142.2.1.1.3
(02-07-2024)
Objectives

- (1) Process objectives describe material outcomes produced or achieved by the process. The following is a list of objectives for this process:
 - To design, develop and maintain the Service Catalog and its contents.
 - To ensure information contained in the Service Catalog is current and fit for use and purpose.

2.142.2.1.2
(02-07-2024)
Authority

- (1) All proposed changes to this document submitted in writing, with supporting rationale, to the User and Network Services (UNS), Service Planning and Improvement (SPI), Service Improvement (SI).

2.142.2.1.3
(02-07-2024)
Roles and Responsibilities

- (1) Each process defines at least one role. A role is assigned to perform specific tasks within the process. The responsibilities of a role confined to the specific process. They do not imply any functional standing within the hierarchy of an organization. For example, the process manager role does not imply the role is associated with or fulfilled by someone with functional management responsibilities within the organization. Within a specific process, there can be more than one individual associated with a specific role. Additionally, a single individual can assume more than one role within the process.

Name	Description
SCM Process Owner	<p>The Process Owner is accountable for the overall quality of the process, performed as documented and is meeting its objectives. The Role's responsibilities include sponsorship, design, review and continual improvement of the Process and its Metrics.</p> <p>The role's responsibilities include:</p> <ul style="list-style-type: none"> • Defines appropriate policies and standards to be employed throughout SCM • Ensures that SCM performed per the agreed and documented process and procedures • Communicates SCM information or changes as appropriate to ensure awareness • Sponsors, designs, and continually improves SCM and its metrics • Reviews opportunities for SCM enhancements and for improving the efficiency and effectiveness of the process

Service Catalog Manager	<p>The SCM Process Manager is responsible for the operational management of the process. The Process Manager's responsibilities include planning and coordination of all activities required to execute, monitor, and report on the process.</p> <p>The role's responsibilities include:</p> <ul style="list-style-type: none">• Ensures all operational services and all services being prepared for operation recorded and published within the Service Catalog• Works closely with Service Owners to ensure all the information within the Service Catalog is accurate and up to date• Responsible for monitoring the effectiveness of the Service Catalog and making improvement recommendations• Defines the use and location of Service Catalog items• Communicates SCM changes to impacted stakeholders
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Service Owner	<p>Accountable for the availability, performance, quality, and cost of one or more services. Uses Service Catalog to set customer expectations.</p> <p>The role's responsibilities include:</p> <ul style="list-style-type: none"> • Obtaining ACIO approvals for any changes to their service offerings • Delivery of a service within agreed service levels • Initiation, transition and ongoing maintenance and support of a service and accountable to IT director or service management director for delivery of the service • Producing quality, secure and resilient designs for new or improved service; this includes producing and maintaining all design documentation • Testing and validating new and changed service records • Monitoring incidents related to a service and coordinating efforts to improve it • Negotiating service level objectives, Operational Level Agreements (OLAs) and Underpinning Contracts (UCs) associated with service • Communicating service information to impacted customers
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<p>ACIO Liaisons (SCM Working Group)</p>	<p>Are knowledgeable about the SCM Process. Can be Service Providers, Service Owners, IT Support Staff or Service Customers.</p> <p>The role's responsibilities include:</p> <ul style="list-style-type: none"> • Monitoring in-flight service catalog initiatives within their own ACIO units and escalating issues as required to Service Catalog Manager • Actively identifying additional ACIO specific service catalog initiatives and bringing the initiative into the SCM scope as necessary • Sharing information across their respective ACIO area to consolidate and collect feedback; comments and questions; and escalation to the core team • Facilitating "reach backs" into the ACIO areas for resources required to drive the design and execution of the SCM initiatives • Reviewing, prioritizing, and recommending SCM improvements by evaluating improvement requests and providing prioritized recommendations to core team • Communicating SCM information to their ACIO and Deputy ACIO • Ensuring collaboration with the line of business on Service Catalog requirements • Actively participating in working group meetings
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2.142.2.1.4
(02-07-2024)
**Program Management
and Review**

- (1) Policies outline a set of plans or courses of action intended to influence and determine decisions or actions of a process. Policies provide an element of governance and alignment to business vision, mission, and goals.

Name	Description
Process Management Statement:	The SCM process will have a single Process Owner and a separate Process Manager, responsible for implementing and ensuring adherence to process. The process is reviewed regularly ensuring it continues supporting enterprise business requirements.
People Statement:	Roles and responsibilities for the process are clearly defined and appropriately staffed with skilled and trained employees. The mission, goals, scope, and importance of process are clearly and regularly communicated by upper management to staff and IT business customers.
Rationale:	It is imperative people working, supporting, or interacting with the process in any manner understand what they are supposed to do. Without that understanding SCM will not be successful.

Process Statement:	<p>Modifications to SCM process require Process Owner approval. The process design must include appropriate interfaces with other processes to facilitate data sharing, escalation, and workflow. The process must be capable of providing data supporting real-time requirements as well as historical/trending data for overall process improvement initiatives. The process is reviewed on a periodic basis to ensure it continues to support organizational goals and objectives (continuous improvement). The process must include Inputs, Outputs, Controls, Metrics, Activities, Tasks, Roles and Responsibilities, Tool, and Data requirements along with documented process flows. The process is rational, and easy to understand.</p>
Rationale:	The process must meet operational and business requirements.
Technology and Tools Statement:	<p>All tools selected must conform to enterprise architectural standards and direction. Existing in-house tools and technology used wherever possible, new tools only entertained if satisfying a business need current in-house tools cannot meet. The selection of supporting tools must be process driven and based on business requirements. Selected tools must provide ease of deployment, customization, and use. Automated workflow, notification and escalation deployed wherever possible to minimize delays, ensure consistency, reduce manual intervention, and ensuring appropriate parties made aware of issues requiring attention.</p>

Rationale:	Tools used by this process are the following: Internal Revenue Workflow Optimization Request and Knowledge System (IRWorks).
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2.142.2.1.5
(02-07-2024)
Program Controls

- (1) Activities involved in ensuring a process is predictable, stable, and consistently operating at the target level of performance.

2.142.2.1.5.1
(02-07-2024)
Controls

- (1) Process controls represent policies and guiding principles on how the process will operate. Controls provide direction over operation of processes and define constraints or boundaries within which the process must operate.

Name	Description
Policies	Policies and criteria for the inclusion of a service offering and its attributes in the Enterprise IT Service Catalog.
Scope	The scope of the SCM process includes identification of what is included and what is excluded from the SCM process.
Change Management Policies	Change Management policies and procedures.
Management Reports	The frequency and distribution for regularly produced management reports.

2.142.2.1.5.2
(02-07-2024)
Metrics

- (1) Metrics used for the quantitative and periodic assessment of a process. They should be associated with set targets based on specific business objectives. Metrics provide information related to goals and objectives of a process and used to take corrective action when desired results not achieved and can drive continual improvement of process effectiveness and efficiency.

2.142.2.1.5.3
(02-07-2024)
Tailoring Guidelines

- (1) The tailoring guidelines identify the allowable variations of the IT organization's standard process as needed for adjustments (adding, deleting, modifying) relative to specific operational or functional needs of another organization. Process tailoring is about roles and procedures, not the standard process or major activities defined in this process. All tailoring request, with supporting rationale, submitted in writing to and approved by the SCM owner.

2.142.2.1.6
(02-07-2024)

**Terms/Definitions/
Acronyms**

(1) Terms/Definitions/Acronyms

2.142.2.1.6.1
(02-07-2024)

Terms and Definitions

(1) Terms and Definitions

Term	Definition
Critical Success Factor (CSF)	Something required if an IT service, process, plan, project, or other activity is to succeed. Key Performance Indicators (KPIs) used to measure the achievement of each CSF.
Fit for Purpose	The ability to meet an agreed level of utility. Fit for purpose used informally to describe a process, configuration item, IT service etc. that can meet its objectives or service levels. Fit for purpose requires suitable design, implementation, control, and maintenance.
Fit for Use	The ability to meet an agreed level of warranty. Fit for use requires suitable design, implementation, control, and maintenance.
IT Service Management	The implementation and management of Quality IT Services meeting the needs of the Business. IT Service Management performed by IT Service Providers through an appropriate mix of people, Process, and Information Technology.
IT Service Provider	A Service Provider who provides IT Services to Internal Customers or External Customers.

Key Performance Indicators (KPIs)	A metric used to help manage an IT service, process, plan, project, or other activity. KPIs used to measure the achievement of CSFs. Many metrics measured, but only the most important defined as KPIs and used to actively manage and report on the process, IT service or activity. Selected to ensure that efficiency; effectiveness and cost effectiveness are all managed.
Operational Level Agreement	An agreement between an IT service provider and another part of the same organization. It supports the IT service provider's delivery of IT services to Customers and defines the goods or services provided and responsibilities of both parties.
Responsible, Accountable, Consulted, and Informed	<p>The Responsible, Accountable, Consulted, and Informed (RACI) model is based on the principle that people act in one of four ways when executing a task. It accounts for the fact that more than one role may be active in performing a specific task while clearly defining specific responsibilities for that role. While many roles may be involved in a task only one is Accountable for the results.</p> <p>The actions are:</p> <ul style="list-style-type: none"> • R=Responsible for the action (may do the task) • A=Accountable for the action (including approval) • C=Consulted on the action • I=Informed of the action <p>If a task does not have an Accountable role indicated, then the Responsible role assumed to be accountable for the task.</p>
Request for Change	A formal proposal for a change. It includes details of the proposed change and recorded on paper or electronically. The term is often misused to mean a change record, or the change itself.

Service	A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. The term 'service' sometimes used as a synonym for core service, IT service or service package.
Service Catalog	A database or structured document with information about all live IT services, including those available for deployment. The service catalog is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services.
Service Catalog Management	The process responsible for providing and maintaining the service catalog and for ensuring that it is available to those who are authorized to access it.
Service Owner	A role responsible for managing one or more services throughout their entire lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service.
Service Provider	An organization supplying services to one or more internal customers or external customers. Service provider often used as an abbreviation for IT service provider.
Stakeholder	A person who has an interest in an organization, project, IT service etc. Stakeholders may be interested in activities, targets, resources, or deliverables. Stakeholders may include customers, partners, employees, shareholders, owners etc.

Underpinning Contract	A Contract between an IT Service Provider and a Third Party. The Third Party provides goods or Services that support delivery of an IT Service to a Customer. The Underpinning Contract defines targets and responsibilities required to meet agreed Service Level Targets in an SLA.
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2.142.2.1.6.2
(02-07-2024)
Acronyms

(1) Acronyms

Acronyms	Definition
ACIO	Associated Chief Information Officer
CSFs	Critical Success Factors
EOps	Enterprise Operations
IRWorks	Internal Revenue Workflow Optimization Requests and Knowledge System
IT	Information Technology
KPIs	Key Performance Indicators
OLA	Operational Level Agreement
RACI	Responsible, Accountable, Consulted, and Informed
RFC	Request for Change
SCM	Service Catalog Management
SDP	Service Design Package
SLM	Service Level Management
SPI	Service Planning and Improvement
UC	Underpinning Contract
UNS	User and Network Services

2.142.2.1.7
(02-07-2024)
Related Resources

(1) IRM 2.125 Change Management

2.142.2.2
(02-07-2024)
Process Workflow

(1) A process workflow consists of Activities and Tasks, Inputs and Outputs, Roles, and Flow Diagrams. It describes the tasks, procedural steps, organizations, or people involved, required input, and output information, and tools needed for each step of the process.

2.142.2.2.1
(02-07-2024)
Main Process Diagram

(1) Service Catalog Management Process Flow Diagram

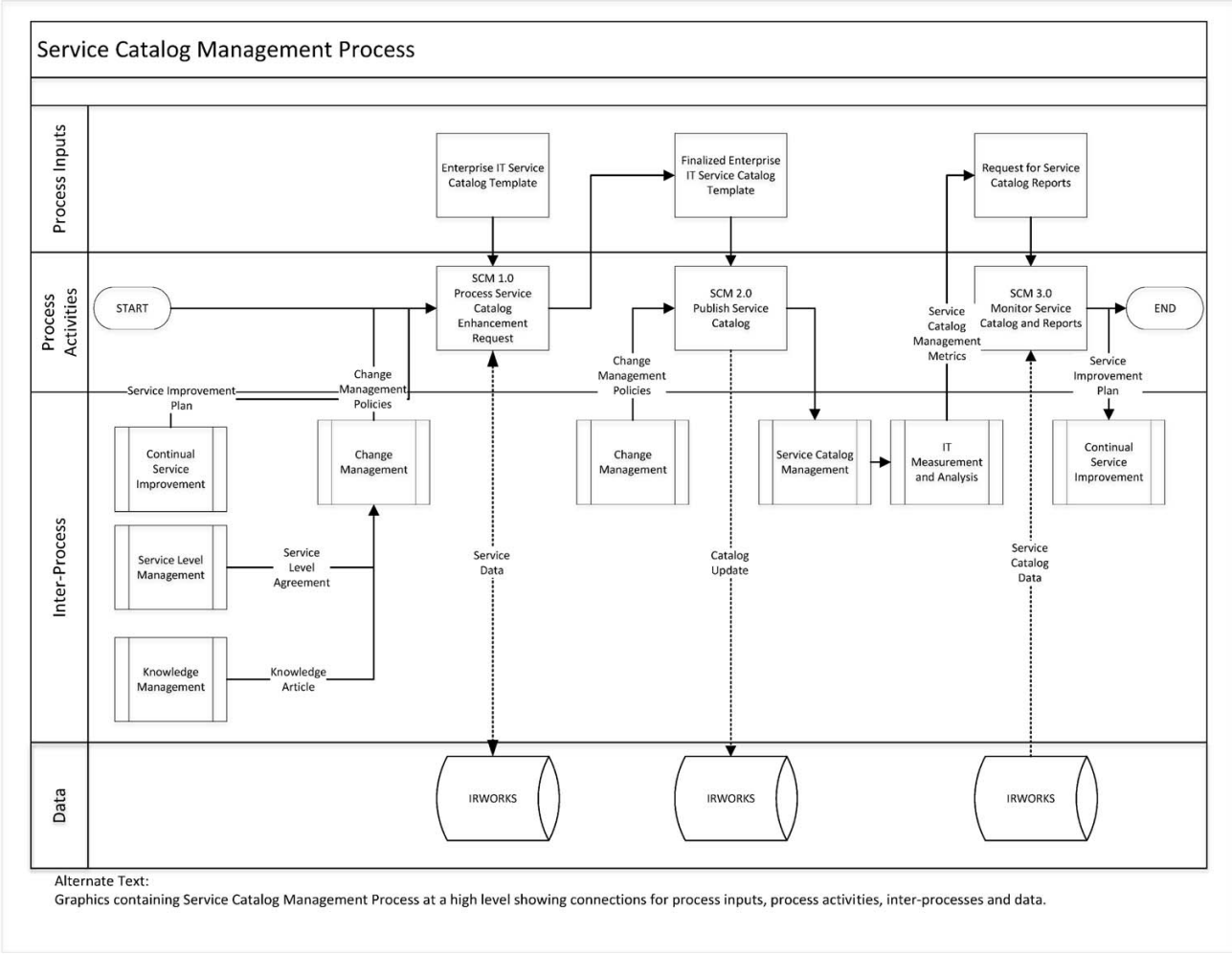


Figure 2.142.2-1

2.142.2.2.2
(02-07-2024)
Inputs

(1) Process inputs used as triggers to initiate the process and to produce the desired outputs. Users, stakeholders, or other processes provide inputs. The following is a list of inputs for this process:

Name	Description	Supplier
Knowledge Article	An article providing written instructions or guidance on process or procedures on IT Services.	Service Owner
Service Level Agreement	An agreement between the service provider and customer on aspects of an IT Service (i.e., quality, availability, responsibilities)	Service Owner
Service Improvement Plan	A plan at improving services and processes, based on the results of service reviews and process evaluations.	Service Catalog Manager
Enterprise IT Service Catalog Template	A document containing IT Service attributes.	Service Owner
Service Design Package	Documentation containing IT Services requirements, diagrams, workflows, etc.	Service Owner
SCM Reports	Reports produced from SCM measures.	Service Catalog Manager
SCM Metrics	A means to pinpoint gaps in processes or documentation, highlighting additional opportunities for operational improvement.	Service Catalog Manager

2.142.2.2.3
(02-07-2024)
Outputs

- (1) Each process produces tangible outputs. These outputs can take the form of products or data and delivered to a user or stakeholder or used as inputs to other processes. Outputs are measurable in terms of quantity and quality.

Name	Description	Recipient
Updated Service Catalog	<p>An updated Service Catalog in IRWorks that encompasses all operational IT Services provided by IT.</p> <p>An Enterprise IT Service Catalog Template outlining the specifics of a service: description, availability, dependencies, service level, etc.</p>	Service Catalog Manager
Service Improvement Plan	A plan at improving services and processes, based on the results of service reviews and process evaluations.	Service Catalog Manager

2.142.2.2.4
(02-07-2024)
Activities

- (1) An activity is a major unit of work completed in achieving the objectives of the process. A process consists of a sequence of related activities that transforms inputs into outputs and performed by the roles defined in the process. Activities are measurable in terms of efficiency and effectiveness. Identify the activities in the process and provide a brief description. The activities must correspond with the high-level process flow diagram above.

ID	Name	Description
SCM 1.0	Process Service Catalog Enhancement Request	Information gathering for a Service Catalog entry consisting of the service definition and many important attributes of the service. For new services the information gathered from authorized sources such as the Service Owner and/or third-party Service Provider. For existing services this information may be available from the Service Design Package.
SCM 2.0	Publish Service Catalog	Changes made to the Service Catalog, tested, validated, and made available to the eligible customers.

SCM 3.0	Monitor Service Catalog and Reports	Ensures accurate information within the Service Catalog. Service Catalog KPIs used to measure progress against the CSFs.
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2.142.2.2.5
(02-07-2024)
Procedure

- (1) A procedure provides the step-by-step instructions, or tasks, in how to perform each activity in the process and usually applies to a single role that will be responsible in performing the task.

2.142.2.2.5.1
(02-07-2024)
**SCM 1.0: Process
Service Catalog
Enhancement Request**

(1)

ID	Task Name and Description	Role	RACI	Duties
SCM 1.1	<p>Define Service</p> <p>The Service Owner works with Subject Matter Experts (SMEs) to define their ACIO approved new or changes to their service offering and completes or updates the required templates per KB00048793.</p> <p>The Service Owner develops and maintains required artifacts adhering to the Service Level Management, Knowledge Management, Design Coordination, Service Portfolio Management and Change Management processes.</p>	Service Owner	R/A	<p>Obtains ACIO approval and complete required templates.</p> <p>Adheres to Service Level Management, Knowledge Management, and Change Management processes for required service documentation.</p>
SCM 1.2	<p>Notify Requester Service Already Exists</p> <p>If the type of Enhance is to add a service that is already in the catalog, the Service Catalog Manager notifies the requester that the service already exists, where they can find it, the process ends.</p>	<p>Service Catalog Manager</p> <p>Service Owner</p>	<p>R/A</p> <p>I</p>	The Service Owner notified of the existing service record.

SCM 1.3	<p>Conduct meetings to review Service Catalog Enhancement</p> <p>The Service Catalog Manager reviews the Enhancement to identify the type of change requested (Add, Retire or Modify) and ensures documentation is attached.</p> <p>If the type of request is to add a service that already exists, the process moves to SCM 1.2 Notify Requester Service Already Exists.</p> <p>If the type of request is a Add, Retire or Modify, the process moves to SCM 1.4 Submit Service Catalog Enhancement.</p>	Service Catalog Manager	R/A	<p>Ensure that the Enhancement is logged and required Documentation attached.</p> <p>Ensure that the Service Catalog does not contain duplicate service records.</p> <p>Work with the Service Owner to obtain additional information about the service.</p>
SCM 1.4	<p>Submit IRWorks Enhancement Request</p> <p>Service Catalog Manager submits IRWorks Enhancement Request</p>	<p>Service Catalog Manager</p> <p>Service Owner</p>	<p>R/A</p> <p>I</p>	<p>The Service Owner notified of the existing Enhancement number.</p>

2.142.2.2.5.2
(02-07-2024)

**SCM 1.0 Process
Service Catalog
Enhancement Diagram**

- (1) Service Catalog Management Procedure - 1.0 Process Service Catalog Enhancement Request.

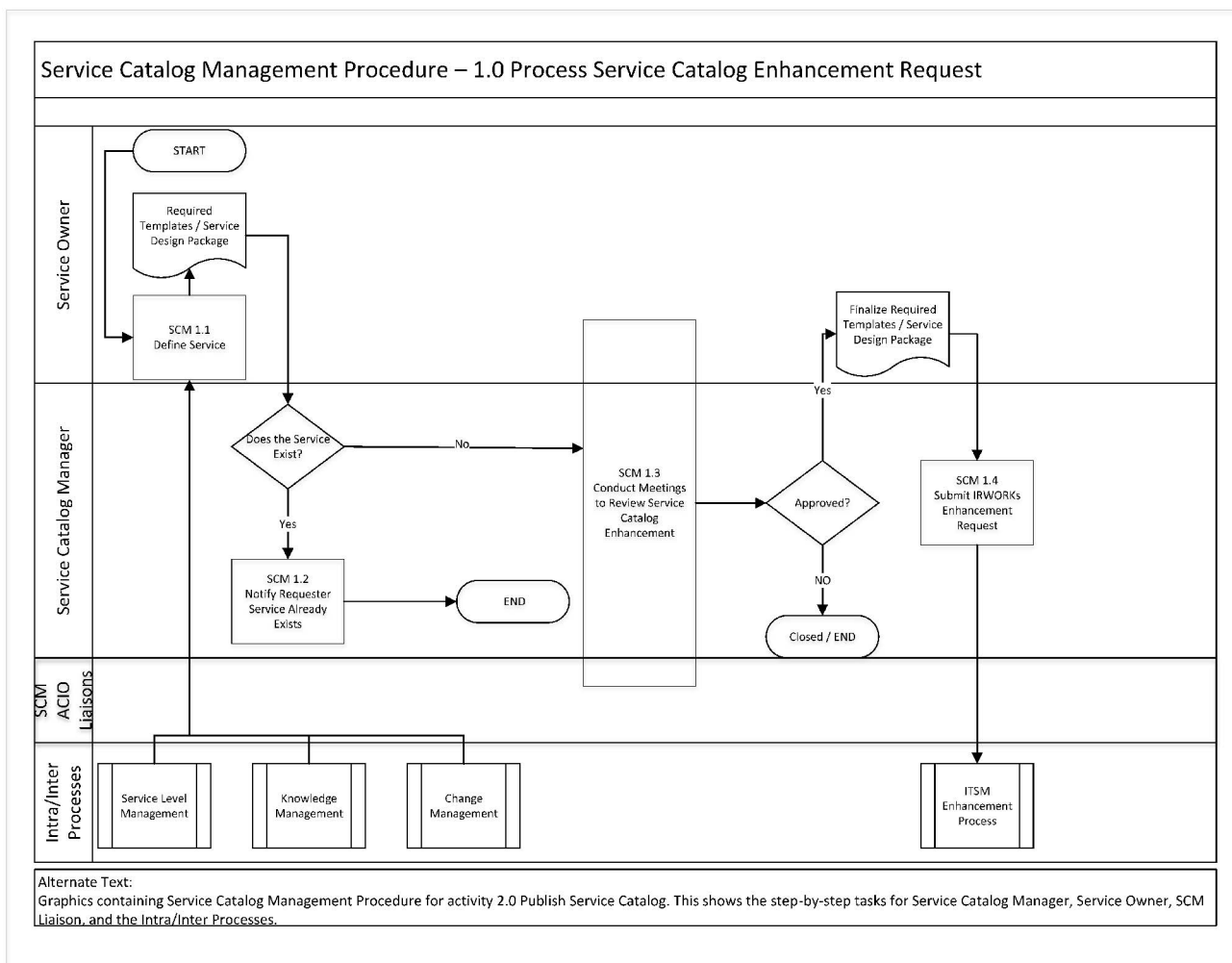


Figure 2.142.2-2

2.142.2.2.5.3
 (02-07-2024)
**SCM 2.0: Publish
 Service Catalog**

(1)

ID	Task Name and Description	Role	RACI	Duties
SCM 2.1	User Acceptance Testing (UAT) Once the Sprint Design Process is complete a task is created to SCM for test and review.	Service Catalog Manager	R/A	Ensure testing is successful.

	<p>The Service Catalog Manager works with the Service Owner to test the change.</p> <p>Enhancements not tested timely will move to the next sprint implementation.</p> <p>Test errors or modifications communicated back to the developers during the test phase will restart at the Sprint development process.</p> <p>Once testing is successful, the Service Catalog Manager updates, reviews and closes the task.</p>	<p>Service Owner</p> <p>Service Catalog Manager</p>	<p>C</p> <p>R/A</p>	<p>Test, provide feedback and ensure requirements have been met.</p> <p>Report errors to developers.</p> <p>Inform developers change is ready for production.</p>
SCM 2.2	<p>Service Owner updates Knowledge (if applicable)</p> <p>Email Service Owner implementation date and to submit Knowledge Article changes if applicable.</p>	<p>Service Catalog Manager</p> <p>Service Owner</p>	<p>A</p> <p>R</p>	<p>Email Service Owner.</p> <p>Submitting Knowledge Article changes (if applicable), User Instructions, etc. pertaining to the service.</p>
SCM 2.3	<p>Verify Implementation in Production</p> <p>Once implemented into production environment, the Service Catalog Manager validates and notifies the Service Owner that it is now available to their customers.</p>	<p>Service Catalog Manager</p>	<p>A</p>	<p>Ensure the changes have been published in production and is accurate.</p>

SCM 2.4	<p>Update Service Catalog / Service Record (Paper Version)</p> <p>The Service Catalog Manager updates the paper version (Share-Point list) of the Service Catalog.</p>	Service Catalog Manager	R/A	Ensure the paper version of the Service Catalog is in sync with the Service Catalog in IRWorks.
SCM 2.5	<p>Finalize Communications</p> <p>The Service Catalog Manager updates and publishes the communications to the customers.</p>	Service Catalog Manager	R/A	Ensure the communications page in Share-Point is updated.

2.142.2.2.5.4
(02-07-2024)

(1) Service Catalog Management Procedure - 2.0 Publish Service Catalog.

**SCM 2.0 Publish Service
Catalog Diagram**

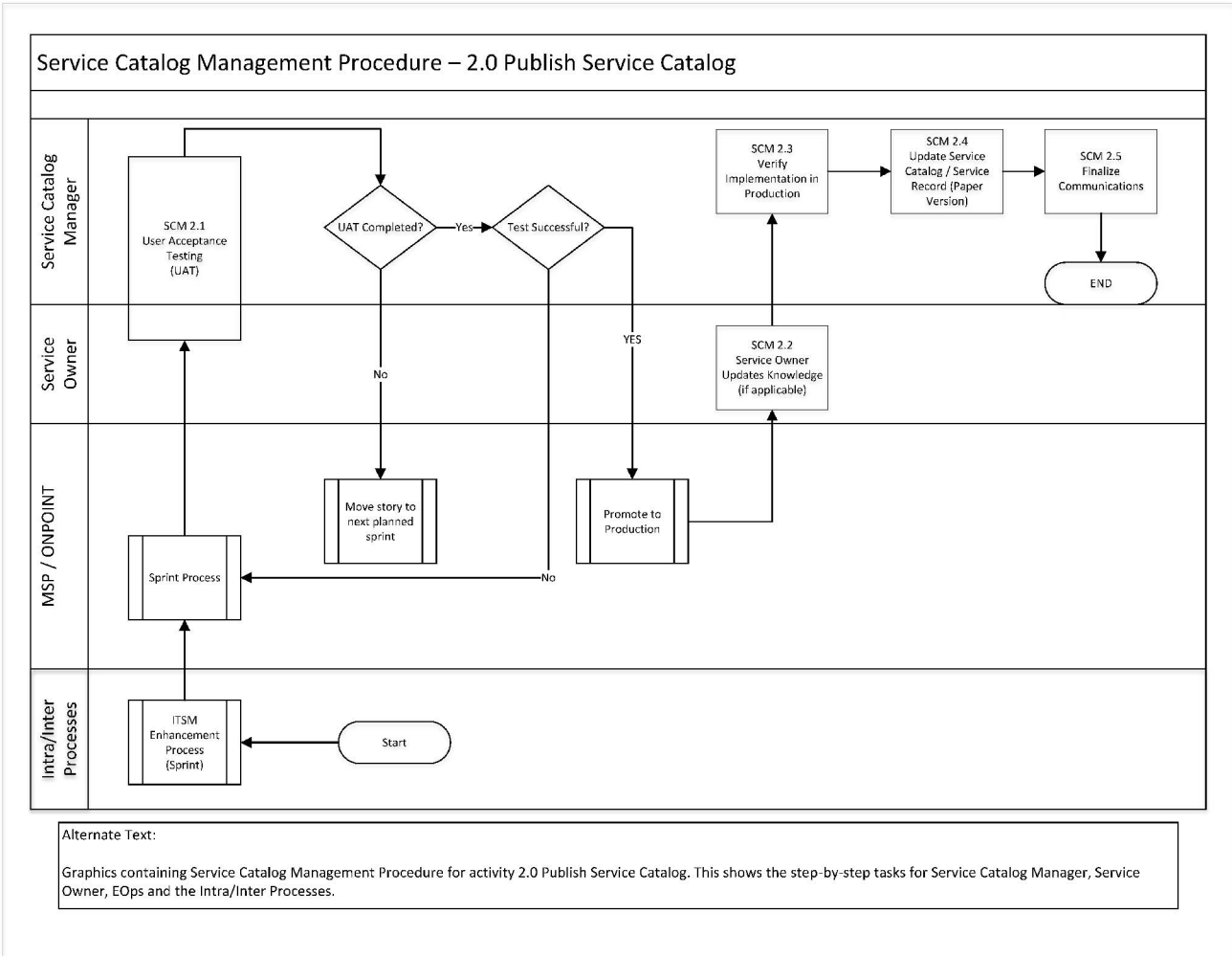


Figure 2.142.2-3

2.142.2.2.5.5
(02-07-2024)
**SCM 3.0: Monitor
Service Catalog and
Reports**

(1)

ID	Task Name and Description	Role	RACI	Duties
SCM 3.1	Analyze Service Catalog Reports The Service Catalog Manager periodically (monthly, annually) reviews generated reports and metrics and identifies quality issues or areas of improvements.	Service Catalog Manager	R/A	Ensure Service Catalog issues are reviewed for relevance and possible improvements. Regular reports are produced and analyzed for discussion with the Service Owner and SCM ACIO Liaisons.

SCM 3.2	<p>Document Findings for Review</p> <p>The Service Catalog Manager documents findings for review with the Service Owners and SCM ACIO Liaisons.</p>	Service Catalog Manager	R/A	Identify improvement opportunities and document findings for review with the Service Owner, SCM Owner/Manager and/or SCM ACIO Liaisons.
SCM 3.3	<p>Conduct Meetings to Review Findings</p> <p>The Service Catalog Manager conducts meetings with the Service Owner and/or SCM ACIO Liaisons to review findings and establish a Service Improvement Plan (SIP) if necessary.</p> <p>If a SIP isn't needed, the process moves to SCM 3.1.</p> <p>If a SIP is needed, the process moves to SCM 3.4.</p>	<p>Service Catalog Manager</p> <p>SCM ACIO Liaisons</p>	<p>R/A</p> <p>C</p>	<p>Establish meetings, brief members, and provide input into the Service Catalog SIP.</p> <p>Provide input into the Service Catalog SIP.</p>
SCM 3.4	<p>Develop Service Catalog Service Improvement Plan (SIP)</p> <p>The Service Catalog Manager creates the SIP and reviews with the Service Owner and/or SCM ACIO Liaisons and finalizes.</p>	<p>Service Catalog Manager</p> <p>SCM ACIO Liaisons</p>	<p>R/A</p> <p>C</p>	<p>Finalize Service Catalog SIP.</p> <p>Provide input into the Service Catalog SIP.</p>
SCM 3.5	<p>Present to SCM Process Owners / Managers</p> <p>The Service Catalog Manager briefs management, Service Owner.</p>	Service Catalog Manager	R/A	Ensure the SCM Process Owners are briefed.

	The process moves to SCM 1.0 Process Service Catalog Enhancement Request with Service Catalog Manager being the requester for improvement to the Service Catalog.			Ensure the process moves to SCM 1.0 Process Service Catalog Enhancement Request.
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2.142.2.2.5.6
(02-07-2024)

(1) Service Catalog Management Procedure - 3.0 Monitor Service Catalog and Reports.

SCM 3.0 Monitor Service Catalog and Reports Diagram

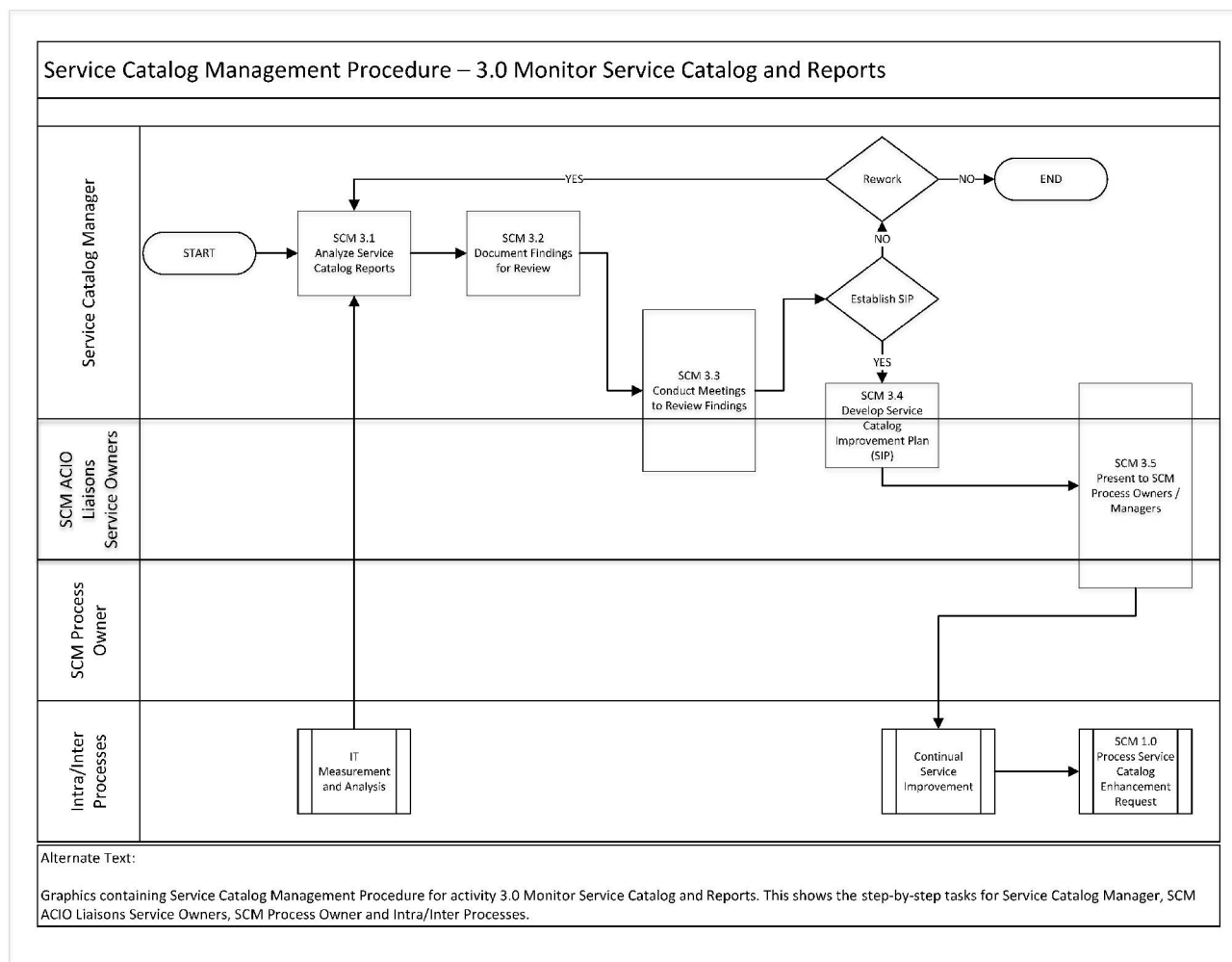


Figure 2.142.2-4