



Service catalogue

The Deskcenter Service Catalogue module is part of ITSM (IT Service Management), which refers to measures and methods for the optimal support of business processes with a focus on service orientation. Therefore, Deskcenter's service catalogue offers several topics like Catalogue Management and Request Fulfillment, which are aligned to ITIL. This includes services for the provision and operation of services, i.e. the provision of services for internal customers and their approval and provision are mapped via the service catalogue.

Functionality with many benefits

- » **Everything from a single source:** integration without interfaces of asset management, software distribution, tickets and incidents, licence management and other processes in one solution.
- » **Standardized processes:** Processes always follow the defined sequence through workflows and thus clarity is created for all those involved
- » **Automation:** Due to the high interaction of workflow and software deployment, services for software can be provided without the intervention of the IT department
- » **Digitalisation of processes:** From service request to approval to provision, the processes run completely digitally.

Serviceportfolio and Request Fulfillment

The catalogue management (according to ITIL Service Portfolio Management) includes the maintenance of all services, the service portfolio, which should be available for the business process. Only the active part is made available to the customers / employees via the web-based Deskcenter service portal.

Request fulfillment includes the processes for handling service requests and providing them once they have been approved.

- » **Documentation:** Processes are documented so that a duty of proof is guaranteed and everything can be checked retrospectively for audits; who requested, approved or provided what and when, and thus has relevance to the topic of access.
- » **Transparency:** Services, whether IT or non-IT, are transparent for employees because they know all available services
- » **Differentiation:** Clear separation of what is really a request or a fault of an already provided service.

- ✓ Maximize the support of business processes
- ✓ Increase the value of services
- ✓ Time for the essentials: more time for progress and projects in service departments
- ✓ Improve continuous efficiency, quality and profitability in service departments

Use case

Service for software



- » The user needs a new software to do his work and creates a service request in the service portal.
- » The service request is automatically submitted for approval, directly to the relevant decision-maker.

- » The software is made available via the software deployment.
- » Once the deployment is complete, the user has the option of acceptance.

Service for hardware



- » The user needs a new hardware to do his work and creates a service request in the service portal.
- » The service request is automatically submitted for approval, directly to the relevant decision-maker.

- » Provisioning is done manually. A staff member with the appropriate role is automatically assigned a task to deliver the hardware.
- » once the provision is completed, the user has the option of acceptance.

