

How tbITSM Service Catalog helps your Business?

How Service Catalog will help Business?

Reference: tbITSMv1.0

In today's growing IT world, Service delivery is very critical and an important factor.

Service delivery helps you to increase the efficiency and productivity to internal user as well as external user.

Quick and timely delivery is very important which gives the feel of smoothness of services.

As per the ITILv3, Service Catalog plays a very important role across the Incident and Service Request.

As per the ITIL, Incident and Request Fulfilment are two separate processes which come under the Service Operation, service catalog is a common component which connects to both processes.

There are two fundamental benefits of Service Catalog:

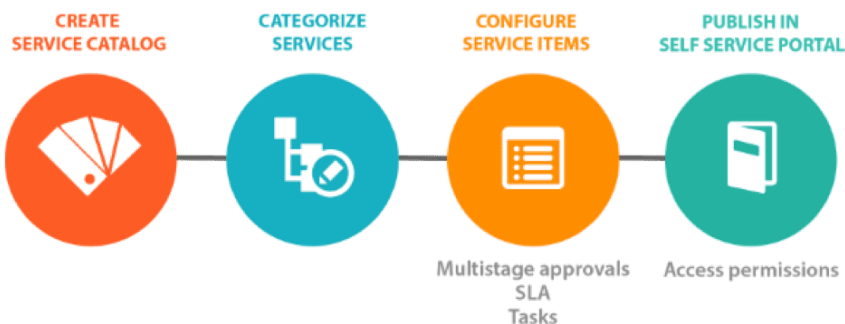
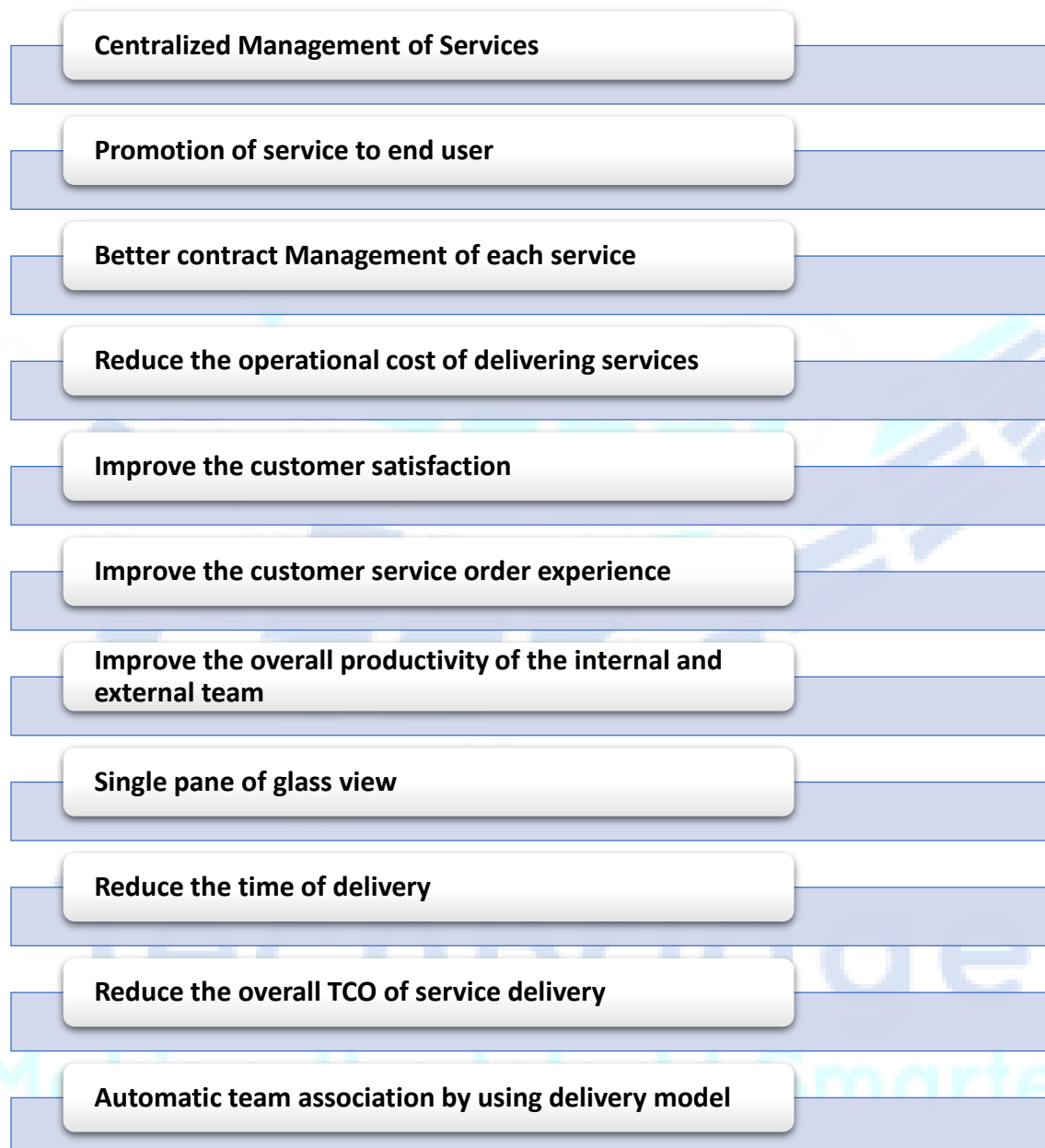
Faster Delivery
of Services

Error free
Delivery of
Services

IT Service Catalog in tbITSM

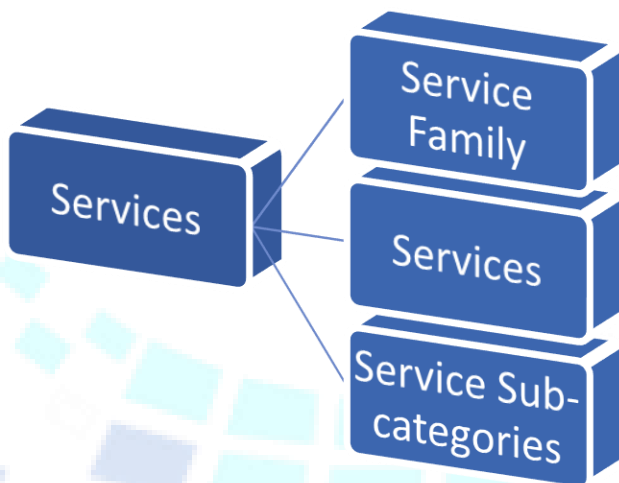


Benefits of tbITSM Service Catalog



Organization of Services Catalog

Services are organized in three levels of hierarchy:



Examples of Delivery Model



Helpdesk Team

A team that processes all helpdesk requests/calls



MS Office Support Team

A Team that processes all support requests about MS Office.



Hardware Support Team

A team that handles hardware calls(replacements, new hardware orders)



Network Support Team

A team that handles network related issues



Customer B Helpdesk Team

A helpdesk team dedicated to Customer B



Customer B Hardware Team

A team handling hardware calls for Customer B

FOR MORE INFORMATION

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Certificates: -



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