

Service Catalog and Portfolio Management

This section describes the out-of-the-box structure for the Service Catalog and service management portion of the Agiloft system. The relevant tables are summarized below.

Table name	Description
Business Services	This table holds the high level business services for which specific service offerings will be made available to users based on specific SLAs. The business services are also created as configuration items to provide a diagram in the configuration items table of the relevant components and services on which the business service depends. An example of a Business Service is "Network Services" or "HR Management". For more information, see Business Services .
Service Portfolio	This table holds all of the specific service offerings that are being planned or are in progress – the Service Pipeline – as well as those that are Active or being reviewed for renewal – the Service Catalog – and those that are retired. Each individual service is linked to a Business Service. Under the Network Services Business Service, for example, are services for Can't Access the Internet, Can't Access Shared Drive, Configure wireless access, Report slow network or internet connection, and so on. Each service is used in a specific request type, such as Service Request, Incident, or Change Request. For more information, see Service Portfolio Services .
Service Plans	This table is used to capture information for Service Improvement Plans and Service Quality Plans in support of continual service improvement. These plans can be linked to customer surveys and to the CSI Register. The use of this table can be toggled in the Setup > Tables menu by hiding or unhiding it. It can also be turned on or off in the ITIL Functions table. For more information, see Service Plans and CSI Register .
CSI Register	This table is used to manage a CSI Register and collect information there that will be linked to Service improvement plans. The CSI register may be turned off in the ITIL Functions table if not needed and the table hidden or unhidden. For more information, see Service Plans and CSI Register .
Service Level Agreements and Underpinning Agreements	These tables will be discussed in the Service Level Management section, though they have direct relationships to the Service Portfolio and Catalog.