**ITIL SERVICE PORTFOLIO CHECKLIST**

This checklist will guide the development of an IT service portfolio that supports the development of a service catalog.

It will benefit management throughout the organization and IT team members by providing visibility into IT’s purpose.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  | **DEFINE SERVICE PORTFOLIO FRAMEWORK** | What is the purpose of the service portfolio in your business structure? Identify how you will present the service portfolio to business customers. |  |
|  |  |  |  |  |
|  |  | **EVALUATE CURRENT IT SERVICES** | Review existing IT services and determine whether they are services you will continue to offer or whether they are outdated. |  |
|  |  |  |  |  |
|  |  | **DEFINE IT SERVICES** | Work with customer-focused stakeholders and directly with business customers to identify and describe essential IT services and their purpose. |  |
|  |  |  |  |  |
|  |  | **DESCRIBE SERVICE STATE** | The service portfolio will include services that are newly proposed/currently being developed (service pipeline), available/active, or have been retired. |  |
|  |  |  |  |  |
|  |  | **DESCRIBE SERVICE TYPE** | All services, regardless of the recipient or provider, should be included in the service portfolio. It is important to note whether the service is customer-facing and whether it is provided by an internal or external supplier. |  |
|  |  |  |  |  |
|  |  | **ESTABLISH ROLES** | Define who owns the service and who is responsible for managing and delivering each IT service. In addition, include the customers that utilize the service. |  |
|  |  |  |  |  |
|  |  | **INCLUDE VARIATIONS AND ASSOCIATED COSTS** | Be sure to include details associated with time zone, geography, pricing/charge backs, and other service-specific variations. |  |
|  |  |  |  |  |
|  |  | **TEST** | Select one service and a subset of customers to participate in a pilot program. This will allow you to adjust your approach before rolling out all services to the entire organization. |  |
|  |  |  |  |  |

|  |
| --- |
| **DISCLAIMER**Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk. |