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From: Director, Command, Control, Communications and Computers (C4)

Subj: ENTERPRISE INFORMATION TECHNOLOGY SERVICE MANAGEMENT SERVICE CATALOG MANAGEMENT PROCESS GUIDE

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1. PURPOSE. The purpose of the Enterprise Information Technology Service Management (E-ITSM) Service Catalog Management Process Guide is to update the previously defined foundation for process implementation and execution across the Marine Corps Enterprise Network (MCEN). Process implementation and execution at lower levels (e.g., Regional, Local and Programs of Record) must align and adhere to directives and schema documented within this guide. This guide enables USMC Information Technology (IT) activities through promoting standardization of work instructions and operating procedures across a continuum of document specificity.

2. CANCELLATION. IRM 2300-02A

3. AUTHORITY. The information promulgated in this publication is based upon policy and guidance contained in reference (a).

4. APPLICABILITY. This publication is applicable to the Marine Corps Total Force.

5. SCOPE.

a. Compliance. Compliance with the provisions of this publication is required unless a specific waiver is authorized.

b. Waivers. Waivers to the provisions of this publication will be authorized by the Director, Command, Control, Communications and Computers (C4).

6. SPONSOR. The sponsor of this technical publication is HQMC C4, Netowrk Plans and Policy Division (CP).

C. O. URBINA
By direction

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Enterprise IT Service Management
Service Catalog
Process Guide

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Document Approval / Major Revision Change History Record

This table is used for initial release and subsequent revisions. Major revisions are indicated by the number to the left of the decimal point while minor revisions are indicated by the number to the right. Major revisions are required when the intent or process is changed rendering the prior version obsolete or when the number of minor releases total 20. Changes to this document shall be recorded, described, and approved using the table below:

Release Date (MM/DD/YY)	Release No.	Approvals		Change Description
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		Printed Name	Printed Name	
11/24/09	1.0			Initial Release
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08/03/18	7.1			Updated annual release.
		Printed Name	Printed Name	

Reviews and Approval

This plan has been reviewed by the SCM Process Owner and is approved for use.

Signature of SCM Process Owner	Printed Name of SCM Process Owner

This page with signatures shall be scanned. The scanned page shall be included in the document that stores the plan.

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1.0 INTRODUCTION

1.1 Purpose

The purpose of this process guide is to establish a documented and clear foundation for process implementation and execution across the Marine Corps Enterprise Network (MCEN). Process implementation and execution at lower levels (e.g., Regional, Local, and Programs of Record) must align and adhere to directives and schema documented within this guide. The use of this guide enables USMC IT activities through promoting standardization of work instructions and operating procedures across a continuum of document specificity as represented in Figure 1.

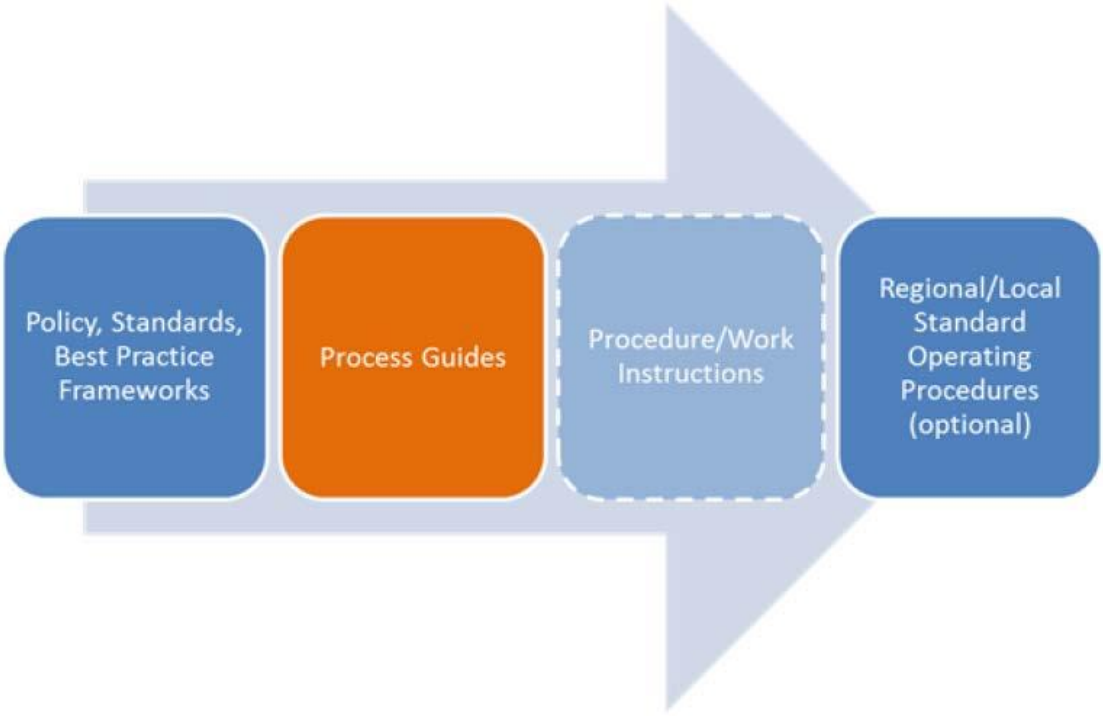


Figure 1-Process Document Continuum

1.2 Scope

The scope of this document covers all services provided in support of the MCEN for both the Secret Internet Protocol Router Network (SIPRNET), and the Non-Secure Internet Protocol Router Network (NIPRNET). Information remains relevant for the global operations and defense of the

MCEN as managed by Marine Corps Network Operations Center (MCNOSC) including all Regional Network Operations and Security Centers (RNOSC) and Marine Air Ground Task Force Information Technology Support Center (MITSC) assets and supported Marine Expeditionary Forces (MEF), Supporting Establishments (SE) organizations, and Marine Corps Installation (MCI) commands.

Error! Reference source not found. depicts the various layers of document design. Each layer as discrete entities, each with their own specific authority when it comes to promulgating documentation. This Enterprise process operates at Level B, sub processes such as procedures and work instructions are not included within the scope of this document.

Table 1. Document Design Layers

	ENTITIES	DOCUMENTS GENERATED
LEVEL A	Federal Govt DoD DoN CMC/HQMC	Statutes/Laws DoD Issuances DoN Policies Marine Corps Orders/IRMS
LEVEL B	HQMC C4 MCCOG MCSC	MCOs IRMs (Process Guides) Directives MARADMINS
LEVEL C	RNOSC MITSC	Regional Procedures Work Instructions
LEVEL D	MCBs POSTS STATIONS	Locally Generated SOPs

1.3 Process and Document Control

This document will be reviewed semi-annually for accuracy by the Process Owner with designated team members. Questions pertaining to the conduct of the process should be directed to the Process Owner. Suggested Changes to the process should be directed to USMC C4 Network Plans and Policy (CP) in accordance with MCO 5271.1 Information Resource Management (IRM) Standards and Guidelines Program.

2.0 PROCESS OVERVIEW

2.1 Purpose, Goals, and Objectives

The purpose of the Service Catalog Management (SCM) process is to ensure that central, accurate, and consistent service information is available. Having this information available allows both service consumers and service providers to understand appropriate details about the services that are being provided.

The goal of SCM is to produce and maintain an accurate and complete Service Catalog.

There are SCM objectives that contribute to this goal. SCM ensures:

- Services are added, updated, and removed from the Service Catalog as appropriate (through Change Management (ChM)).
- Supporting relationship information about services is published and available.
- An authoritative source of consistent information on all available services and to ensure that the information is accessible to those who are authorized to view it. Service Catalog Management defines, collates and publishes approved descriptions, under change control, of all services using terms aligned to the customer's view of services and understandable by those without a detailed technical understanding.
- Accurate information on all active services and all services in transition to production. These services may be represented individually, or as packages. Information about the services includes service definition, service levels, points of contact, ordering and service request information. SCM correlates closely with Service Portfolio Management (SPM) with regards to service offering timelines, service interfaces and dependencies.

PROCESS BENEFITS

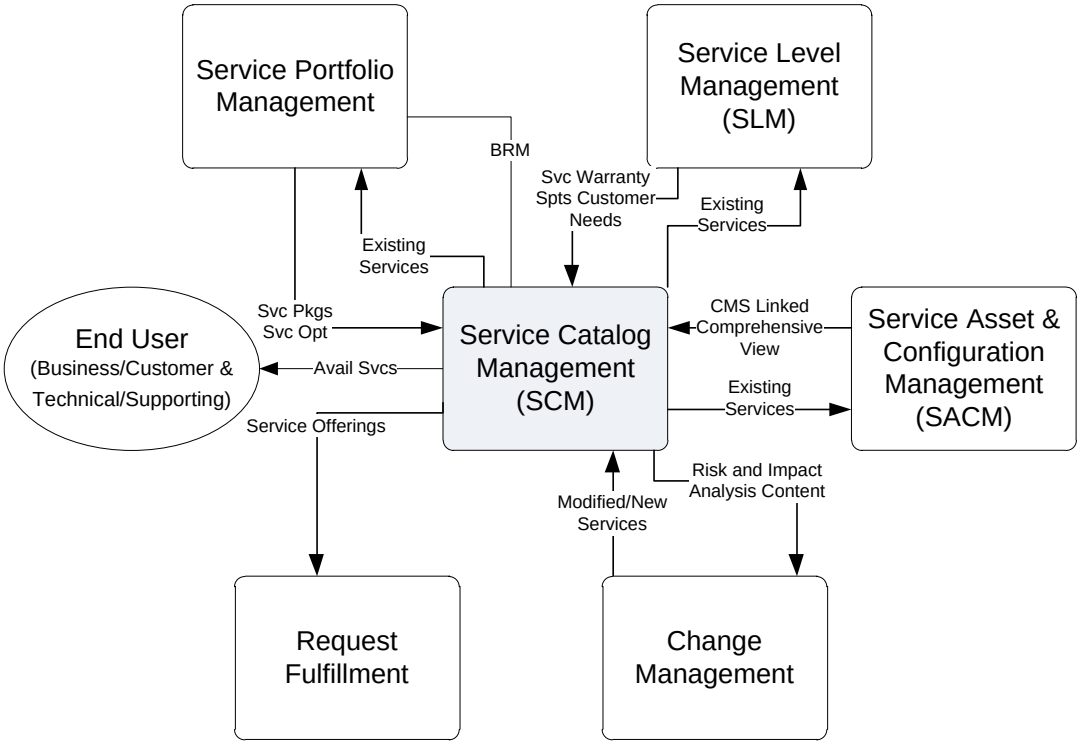
- Provides mission partners an automated interface to the "menu" of services
- A process for maintaining the information for the services provided in a controlled fashion
- Visibility of services to assist in decisions
- Aligns to goal 3 of the Marine Corps Information Enterprise (MCIENT) Strategy of 2016 – "IT Stewardship"

EXPECTED OUTCOMES

- A single authoritative source of information on services offered
- Authoritative source of information on all operational services offered (details, service owner/level, status/reporting, interfaces and dependencies) is maintained in the Service Catalog
- Views of the Service Catalog provide an understanding of service definitions and use

2.2 Relationships with other Processes

All IT Service Management processes are interrelated. The other processes in Figure 2 were selected due to the strength of the relationships and dependencies between them. While any one of the other processes can operate in the presence of an immature process, the efficiency and effectiveness of each is greatly enhanced by the maturity and integration of all processes. This figure is not all-encompassing, and the relationships shown can be direct or indirect.



Key: Solid Line = Active Process
Broken Line = Future Process

Figure 2. SCM Relationship with other Processes

The following list describes the SCM relationship, as depicted in the figure above.

- Service Catalog Management (SCM)
  - Existing Offered Services: Existing catalog details and service information that has been used to communicate service expectations to users. Contribute to definition of services and service packages. Responsible for the production and maintenance of an accurate catalog. Identify interfaces and dependencies between all services and supporting services Configuration Items (CIs) within Configuration management system (CMS) and catalog.
- Service Level Management (SLM)
  - Existing Services: Offers catalog details and service information that has been used to communicate service expectations to users.
  - Service Warranty that Supports Customer Needs: Negotiates specific levels of service warranty to be delivered and ensures that all IT services meet customer expectations as per service level agreements as agreed to meet performance and achieve service level targets.

- Service Asset & Configuration Management (SACM)
    - Existing Services: Existing catalog details and service information that has been used to communicate service expectations to users.
    - CMS Linked and Comprehensive View: Collaborative effort to ensure information in the CMS and catalog are appropriately linked to provide accurate and comprehensive view of the interfaces and dependencies between services, customers, service assets, and CIs
- End User (Business/Customers & Technical/Supporting Users)
    - Existing Services: Existing catalog details and service information that has been used to communicate service expectations to users.
- Service Portfolio Management
    - Existing Services: Existing catalog details and service information that has been used to communicate service expectations to users.
    - Service Packages & Service Options: This process determines which services will support USMC and customer needs and requirements. With SCM identify these services to be included in the Service Catalog and assist in the development in the critical information about each service to include service packages and options.
    - Business Relationship Management – (BRM) understands the mission objectives, as well as the environment in which the services operate. This enables the service provider to identify and respond to the needs of the customers and manage expectations. This fosters customer relationships which allows maximization of customer satisfaction and value perception.
- Request Fulfillment
    - Existing Services: Existing catalog details and service information that has been used to communicate service expectations to users to include requestable service offerings.
    - New/Modified Services: Users are able to request new or modified services through request fulfillment.
- Change Management
    - Control: The Service Catalog's value is dependent on the accuracy of its content. Effective coordination between ChM and Service Catalog Management (SCM) is required to ensure that every Change Request (CRQ) is analyzed for impact to the Service Catalog. As changes that result in material changes to service catalog content are released into production, the Service Catalog is updated accordingly.
    - Risk and Impact Analysis Content: The Service Catalog is the definitive source of record for services that are present in the Configuration Management Database (CMDB) and can provide rapid, at-a-glance views into key service attributes to include availability

targets, maintenance windows, and change freeze periods for the purposes of change evaluation and planning.

3.0 HIGH-LEVEL PROCESS MODEL

The SCM process consists of several sub-processes and is highly integrated with the CfM and Change Management processes. The following workflow (Figure 3) depicts these processes and sub-processes that collectively enable and underpin SCM.

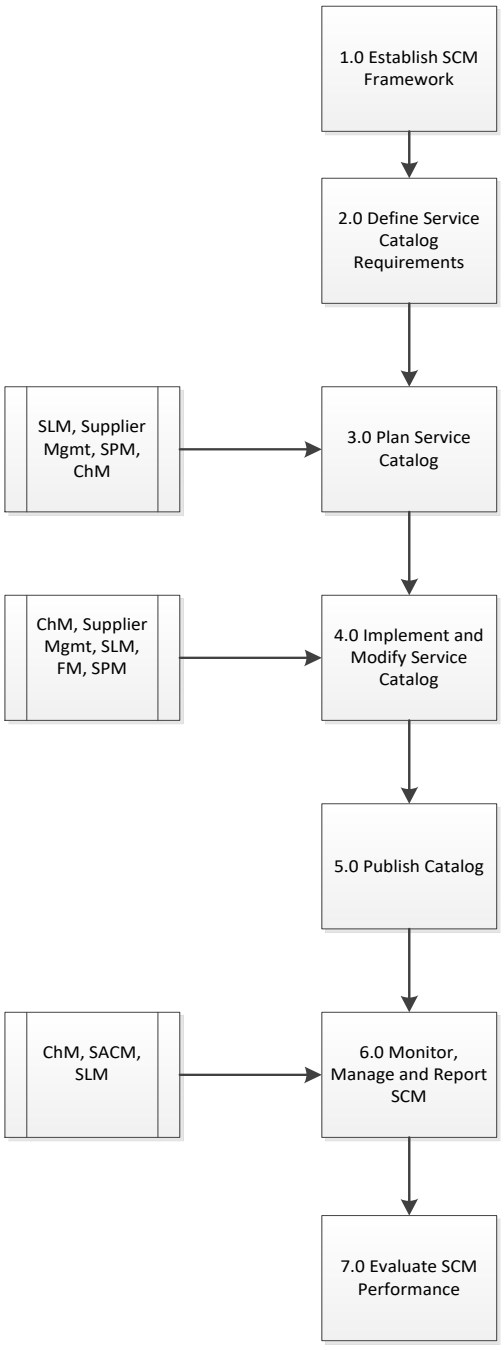


Figure 3. High-Level SCM Workflow

Table 2 contains descriptions of each sub-process.

Table 2. SCM Process Activity Descriptions

Number	Process Activity	Description
1.0	**Establish Service Catalog Management Framework**	This activity defines all direction, guidance, policies, and procedures for how the process will be performed. These actions are collectively referred to as the "SCM process framework" and is used as reference information for all other activities. This information is reviewed in the Evaluate Process Performance activity, which generates recommendations for changes and improvements to the SCM process framework.
2.0	**Define Service Catalog Requirements**	The Technical Service Catalog contains details of the IT services delivered to the customer, together with relationships to the supporting services, shared services, components, and CIs necessary to support the provision of the service. This catalog underpins the USMC Service Catalog and does not form part of the customer view of IT services. Agreed IT services are established within the USMC Service Catalog and recorded in the Configuration Management System. Creating and maintaining the service catalog consists of the activities to ensure this information about the Services in the Service Catalog and CMDB is current and accurate. This activity identifies all of the requirements for a service catalog, including overall structure, content requirements, navigation, views for different user groups, etc. Requirements come from a variety of sources, including Service Portfolio Management, Service Level Management, user representatives and stakeholders. See also "Service Definition Process Guide" for detailed information needed for services
3.0	**Plan Service Catalog**	The USMC Service Catalog is published and made available in such a way that it is readily accessible to all stakeholders with the necessary level of authorization. Information about the USMC Service Catalog is communicated to the USMC audience as a whole, while information about the Technical Service Catalog is communicated to the various USMC IT organizations and stakeholder organizations. Publication of Service Catalog updates will coincide with change deployment schedules. After requirements are defined for the service catalog, this activity plans and designs the service catalog. This involves designing catalog appearance, structure, navigation, relationships and ensuring the catalog is actionable.
4.0	**Implement and Modify Service Catalog**	The implementation and modification of the service catalog is carried out by this activity. This activity executes all tasks associated with catalog structure, appearance, navigation, and content. All modifications are approved before the catalog is published.
5.0	**Publish Service Catalog**	In this activity, a newly implemented or updated service catalog is published to authorized user groups. The USMC Service Catalog contains details of IT services delivered to the customer, together with relationships to the organizational units and the processes that rely on the IT services, forming the customer view of the Service Catalog.
6.0	**Monitor, Manage, and Report Service Catalog Management**	This activity supports continuous monitoring and analysis of operational results data and comparison with service achievement reporting to identify Service Catalog Management trends and issues. Service Catalog Management information is used to generate detailed service component reporting as well as a perspective on overall service availability. Service owners and managers evaluate service quality and develop improvement plans. Improvement plans that require funding are submitted to portfolio management for funding prioritization, capital planning and investment control.

Number	Process Activity	Description
7.0	**Evaluate Service Catalog Management Performance**	This activity describes the tasks required to assess the efficiency and effectiveness of the Service Catalog Management process. It includes the capture of information, relationship with other process areas, and suitability of procedures and training. It is used as a basis to ensure the Service Catalog Management process remains fit for purpose and identifies where changes to the process might be required.

3.1.1 Process Description

SCM is the process through which services are identified, organized, documented and published to the service customers and users. When fully populated, the Service Catalog provides a listing of all services offered by the IT provider. Maintenance of the Service Catalog is a key part of the process. A current Service Catalog provides a bridge from the IT provider and the users. Use of the Service Catalog is prevalent when maintenance is current, and the information does not become stale.

Depending on the role an individual has in the organization, it's possible to view the USMC Service Catalog. The USMC Service Catalog lists services in business terms that are understandable to users of those services.

3.2 Key Concepts

The following are unique to Service Catalog Management:

3.2.1 Service

An IT Service is defined as a means of delivering value to one or more customers through the use of Information Technology (IT) by an IT service provider. An IT service supports the customer's business processes and is comprised of a combination of people, processes, and technology.

3.2.2 Service Catalog

The Service Catalog contains details of the Live IT services offered to customers. The Service Catalog is the only portion of the Service Portfolio that is published to users and it is used to support the delivery of IT Services.

3.2.3 Service Owner

The Service Owner is accountable for one or more services throughout the entire service lifecycle, regardless of where the technology components, processes or professional capabilities reside. This includes the synchronization of resources that support the service including resources that are located out of the Service Owner's organizational control. The Service Owner is responsible for continual improvement and the management of change affecting the services under their care and is a primary stakeholder in all of the underlying IT processes which enable or support the service they represent. This role has the authority and responsibilities to ensure that activities are performed to identify, document and fulfill service requirements. The Service Owner is also responsible for ensuring the following controls are built into the service during Service Design:

- Mission partner requirements
- Operational requirements related to Event Management, Continuity of Operations (COOP), and training
- Command and control requirements for both normal operations and when on heightened alert
- Situational Awareness requirements for required stakeholders
- Auditing requirements, both financial and for Service Level Agreement (SLA) compliance
- Any required information sharing interface points

3.2.4 Service Manager

This role is responsible for managing the end-to-end lifecycle of one or more IT services. The Service Manager provides leadership on the development of the business case and process architecture, service deployment and lifecycle management schedules, performs service cost management activities in close partnership with other organizations such as operations, engineering and finance. The Service Manager is also responsible for the controls built into the service.

3.2.5 Technical Service Catalog

This artifact details the technical or functional components needed for the IT organization(s) to provision services listed within the Business Service Catalog and is not presented in the customer view of the Service Catalog. This information includes supporting services, technical components and CIs.

3.2.6 Service Portfolio Management

Service Portfolio Management (SPM) catalogs the various mission investments (e.g., Programs of Record (PORs), MCCDC-approved capabilities, etc.) recognized or adopted by the USMC, including those identified by higher echelon parties (Department of Defense, Department of the Navy). SPM facilitates the dynamic governance of these investments across the enterprise, interfacing with the SCM process when a service is approved for inclusion in the Service Catalog. The Service Catalog is a core component of the service portfolio.

3.2.7 Service Support Levels

There are different levels of service offerings in the Service Catalog. IT services may be provisioned to operate at different levels of availability, capacity, security, and/or continuity. Different levels of support are also available for these items and the Service Catalog has the ability to represent different levels of service support.

3.2.8 Service Criticality

Services within the catalog may be further defined by their criticality to the USMC mission. Based on a Business Impact Analysis, more critical services may receive greater exposure and may have more stringent performance targets than less critical services. This focus extends to other

monitoring and resolution processes (e.g., IM and EM) and influences the relative Impact and Urgency tables associated with these processes.

3.2.9 Service Entry Template

Completion of the Service Entry Template is a standardized approach to help identify a service and its applicable attributes for subsequent entry into the Service Catalog. These attributes represent the minimum requirements for the development of a Business Service Catalog.

3.2.10 Business Relationship Management

BRM encompasses all business outcomes related to mission partner engagements. This relationship covers the entire lifecycle of the services offered, from the agreement to create a service, to the retirement or decommissioning of a service. BRM and Service Level Management (SLM) are similar in that each has a high degree of mission partner interaction. Many organizations combine the role of Business Relationship Manager and Service Level Manager. The specific difference is that BRM builds the relationships with mission partners and SLM defines mission partner requirements and negotiated service levels.

3.3 Quality Control

3.3.1 Metrics, Measurements and Continual Process Improvement

Continual service improvement depends on timely, accurate and meaningful process and service measurements. Measurements of process efficiency and effectiveness enable the USMC to track performance and improve overall end user satisfaction. Process metrics are used as measures of how well the process is working, whether or not the process is continuing to improve, or where improvements should be made. When evaluating process metrics, the direction of change is more important than the magnitude of the metric.

Effective day-to-day operation and long-term management of the process requires the use of metrics and measurements. Reports need to be defined, executed, and distributed to enable the managing of process-related issues and initiatives. Daily management occurs at the process manager level. Long-term trending analysis and management of significant process activities occurs at the Process Owner level.

The essential components of any measurement system are Critical Success Factors (CSFs) and Key Performance Indicators (KPIs).

3.3.2 Critical Success Factors with Key Performance Indicators

CSFs are defined as process- or service-specific goals that must be achieved if a process (or IT service) is to succeed. KPIs are the metrics used to measure service performance or progress toward stated goals.

The following CSFs and KPIs can be used to judge the efficiency and effectiveness of the process. Results of the analysis provide input to improvement programs (i.e., continual service improvement).

Table 3 describes the metrics that shall be monitored, measured, and analyzed.

Table 3. SCM Critical Success Factors with Key Performance Indicators

CSF #	Critical Success Factors	KPI #	Key Performance Indicators	Benefits
1	An accurate and current USMC Business Service Catalog is properly maintained	1	Number of service or service attribute discrepancies discovered as a result of Service Catalog quality audits Service Catalog is audited for accuracy on a scheduled basis. Calculation: The volume of discrepancies is captured and trended over time	The user view of the Service Catalog aligns with reality. This builds user confidence in the IT service provider.
		2	Number of incidents without an associated service. Calculation: Number of Incidents where the Service Type is "Service Not Listed".	
2	The usage of the Business Service Catalog is communicated to the USMC user community.	3	Number of service requests by service and location Calculation: Number of service requests submitted via the Service Catalog.	The US Marine Corps IT community gains visibility into service usage. The US Marine Corps IT community has a means of gauging awareness of and satisfaction with the Service Catalog.
		4	Level of awareness of and satisfaction with the Service Catalog Calculation: Analyze and trend over time responses to survey questions that focus on the Service Catalog.	

4.0 ROLES AND RESPONSIBILITIES

Each process has roles and responsibilities associated with design, development, execution and management of the process. A role within a process is defined as a set of responsibilities. Process Managers report process deviations and recommended corrective action to the respective Process Owner. Authoritative process guide control is under the purview of the Process Owner. The Process Owner for SCM will be from the C4 organization.

A single manager exists at C4. For certain processes, especially those within Service Design and Service Transition, managers also exist within MCSC and Programs of Record (PORs). Some Service Operation processes (e.g., EM) will require managers at the RNOSC. There will be instances where roles are combined, or a person is responsible for multiple roles. Factors such as AOR, size of user base, and size of the process support team dictate exactly which roles require

dedicated personnel and the total number of persons performing each role. This process guide defines all *mandatory* roles.

4.1 Roles

The following abstract drawing (Figure 4) depicts the mandatory process roles for USMC, followed by a description of these roles in Table 4.

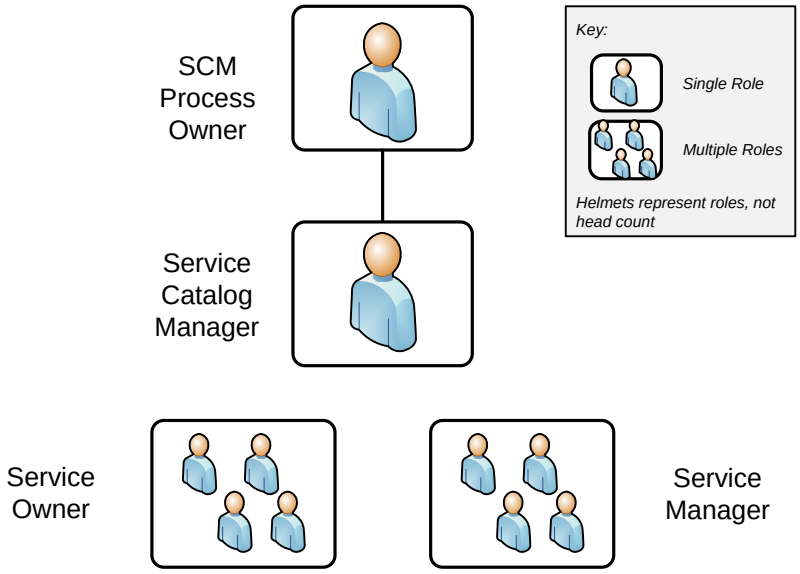


Figure 4. SCM Roles

Figure 4 describes the roles identified in the SCM process. SCM as a process is unique in the interplay and relationship with both *process* owners and managers, and *service* owners and managers. Process owners and managers own and manage the process of adding, changing, and removing services from the Service Catalog. Conversely, service managers remain the primary POC for the health of an individual service under the policies and guidelines established in the SCM process guide. In effect, service managers are the line officers of the SCM framework. The process owners and managers, and service owners list is contained in the Service Catalog.

Table 4. SCM Defined Roles and Responsibilities

Description	Overall Responsibility
Role #1 SCM Process Owner	
The SCM Process Owner owns the process and the supporting documentation for the process. The primary functions of the Process Owner are oversight and continuous process improvement. To these ends, the Process Owner oversees the process, ensuring that the process is followed by the organization. When the process is not being followed or is not working well, the Process Owner is responsible for identifying and ensuring required actions are taken to correct the situation. In addition, the Process Owner is responsible for the approval of all proposed changes to the process, and development of process improvement plans. May delegate specific responsibilities to another individual within their span of control, but remains	• Documents and publicizes the process • Defines the KPIs to evaluate the effectiveness and efficiency of the process • Reviews KPIs and takes required actions based on the analysis • Assists with and ultimately is responsible for the process design • Improves the effectiveness and efficiency of the process • Decision maker on any proposed enhancements to the process

Description	Overall Responsibility
ultimately accountable for the results of the SCM process.	• Provides input to the ongoing Service Improvement Plan • Addresses any issues with the process • Ensures all relevant staff have the required training in the process and are aware of their role in the process • Ensures that the process, roles, responsibilities, and documentation are regularly reviewed and audited • Sponsors activities to plan, design, build, configure, and test Service Catalog enabling technologies in coordination with the Service Catalog Manager • Leads Business Service Catalog audit, analysis, and reporting efforts
Role #2 Service Catalog Manager	
The Service Catalog Manager is responsible for the detailed tasks of operating and maintaining an accurate and effective Service Catalog. This includes planning, designing, building, configuring, testing and administering any Service Catalog related tools or solutions.	• Ensure that all operational services are recorded within the Service Catalog • Analyze proposed changes to the Service Catalog to ensure no duplication • Partner with the SCM Process Owner to plan, design, build, configure, and test Service Catalog enabling technologies • Monitor usage and ensure effective adoption of the Service Catalog by Service Catalog users • Lead Service Catalog marketing and communication efforts • Lead Service Catalog training efforts • Lead Service Catalog monitoring, audit, analysis, and reporting efforts • Partners with the Service Owners to ensure that all information within the Service Catalog is accurate and current and makes updates to the contents of the Service Catalog pursuant to approved change activities • Ensures that information within the Service Catalog is adequately protected and backed up
Role #3 Service Owner	
The Service Owner is responsible for the end-to-end accountability for a specific IT service. Changes are made to the service with the approval of the service owner.	• Ensures that service(s) for which they have ownership responsibility are accurately depicted in the Business Service Catalog • Ensures that there is continual awareness of changes to their respective services; sponsors such changes via the ChM process and ensures accurate reflection of such changes in the Business Service Catalog
Role #4 Service Manager	
The Service Manager is responsible for the day-to-day operation of a specific IT service. Changes are made to the service in consultation with the service manager.	• Monitors actions taken in response to Incidents or Service Requests that result in provisioning of or impact on or their respective service(s) • Monitors events that could result in lack of availability or performance degradation for their respective service(s) • Coordinates with the Service Owner to continually improve their respective service(s)

4.2 Responsibilities

Processes may span departmental boundaries; therefore, procedures and work instructions within the process need to be mapped to roles within the process. These roles are then mapped to job functions, IT staff, and departments. The process owner is accountable for ensuring process interaction by implementing systems that allow smooth process flow.

The Responsible, Accountable, Supported, Consulted, Informed (RASCI) model is a method for assigning the type or degree of responsibility that roles (or individuals) have for specific tasks. Table 5 displays the department-level RASCI model for SCM.

Responsible – Completes the process or activity; responsible for action/implementation. The degree of responsibility is determined by the individual with the 'A.'

Accountable – Approves or disapproves the process or activity. Individual who is ultimately answerable for the task or a decision regarding the task.

Supported - Resources allocated to responsible; support will assist in completing the task.

Consulted – Gives needed input about the process or activity. Prior to final decision or action, these subject matter experts or stakeholders are consulted.

Informed – Needs to be informed after a decision or action is taken. May be required to take action as a result of the outcome. The is a one-way communication.

Table 5 establishes responsibilities for high-level process activities by organization.

Table 5. Responsibilities for Enterprise SCM

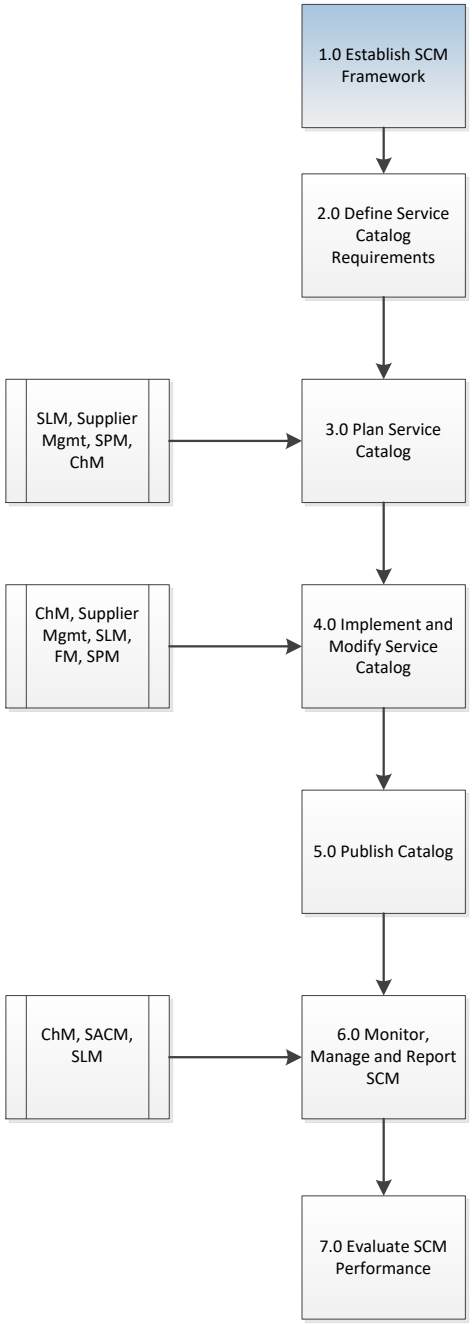
SCM Process Activities	MCNOSC	HQMC (C4)	MCSC	MCCDC	RNOSC	MITSC	Service Owner	Tenant/Supported Command
Establish Framework	C	RA	C	I	I	S	S	S
Define Service Catalog Requirements	C	A	R	S	I	I	S	S
Plan Catalog	S	RA	C	I	I	S	S	S
Implement and Modify Catalog	S	RA	C	I	I	S	S	S
Publish Catalog	S	RA	C	I	I	S	S	S
Monitor, Manage, and Report Catalog	S	RA	C	I	I	S	S	S
Evaluate Performance	S	RA	C	I	I	S	S	S

Legend:
Responsible (R) – Completes the process or activity
Accountable (A) – Authority to approve or disapprove the process or activity
Supported (S) – Resources allocated to responsible for support
Consulted (C) – Experts who provide input
Informed (I) – Notified of activities

Note: If Support (S) assigned, then Consulted © is implied.
Note: Any organization that is designated as Responsible, Accountable, Supported, Consulted, or Informed is not additionally designated as Informed because being designated as Responsible, Accountable, Supported, Consulted, or Informed already implies being in an Informed status. An organization is designated as Informed only if that department is not designated as having any of the other four responsibilities Note: Only one organization can be accountable for each process activity.

5.0 SUB-PROCESSES

5.1 Establish Service Catalog Management Framework



This activity defines all direction, guidance, policies, and procedures for how the process will be performed. All of this is collectively referred to as the "SCM process framework" and is used as reference information for all other activities. This information is reviewed in the Evaluate Process Performance activity, which generates recommendations for changes and improvements to the SCM process framework.

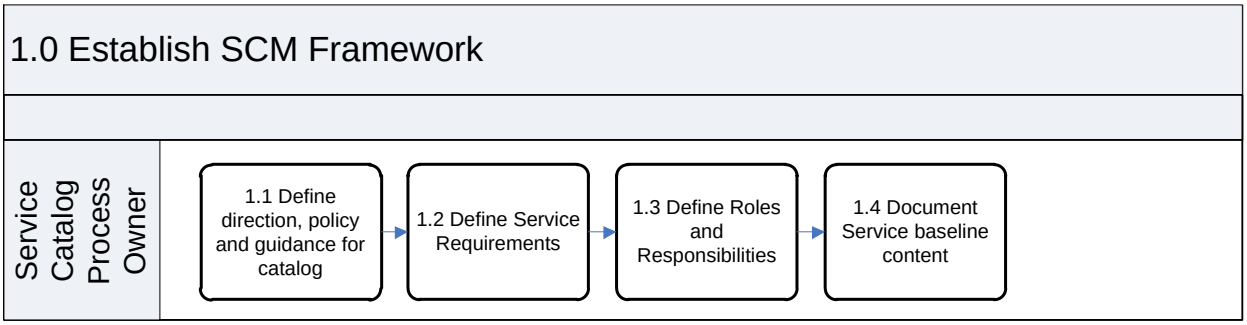
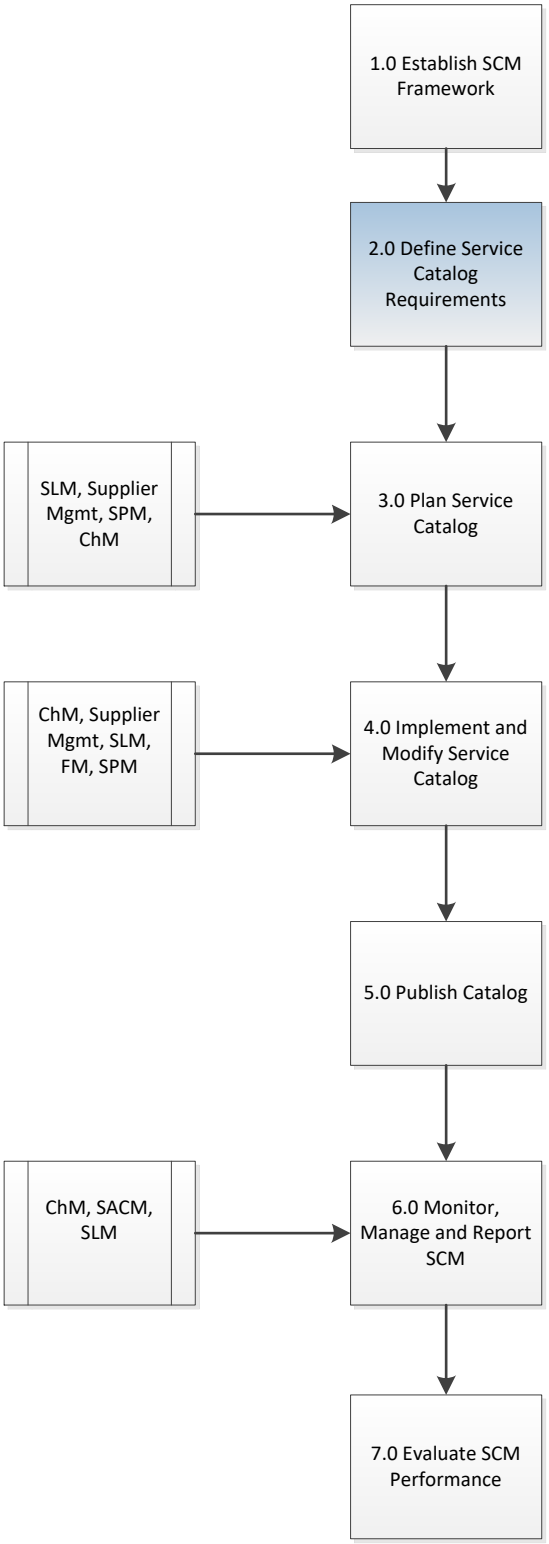


Figure 5 –Establish SCM Framework

Table 6. Establish Service Catalog Framework Sub-Process Descriptions

Establish SCM Framework		
Number	**Process Activity**	**Description**
1.1	Define direction, policy and guidance for catalog	Review industry best practices develop strategy and determine what polices will need to be implemented in order to support the process
1.2	Define Service Requirements	Define what a Service is and how it will be managed in the catalog.
1.3	Define Roles and Responsibilities	Determine stakeholders and decide what will be required from each
1.4	Document Service baseline content	Determine the necessary attributes needed to be collected in order to describe a service in the catalog and associated ITSM knowledge portal

5.2 Define Service Catalog Requirements



This activity identifies all of the requirements for a service catalog, including overall structure, content requirements, navigation, views for different user groups, etc. Requirements come from a variety of sources, including Service Portfolio Management, Service Level Management, user representatives and stakeholders.

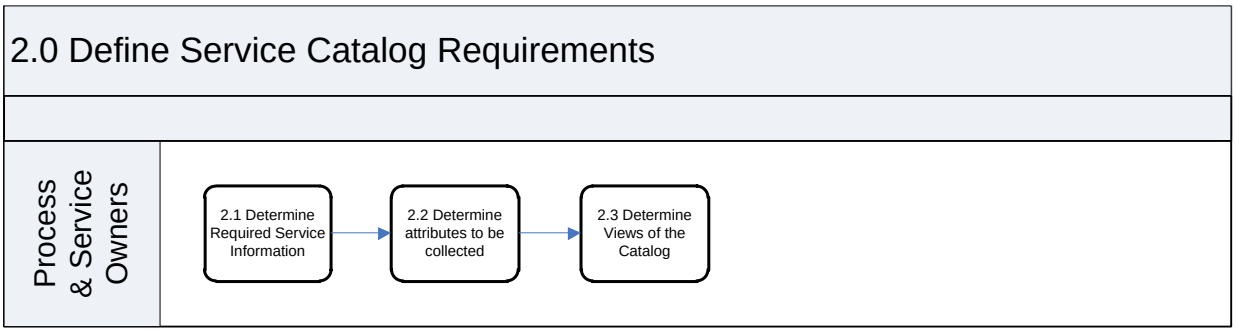
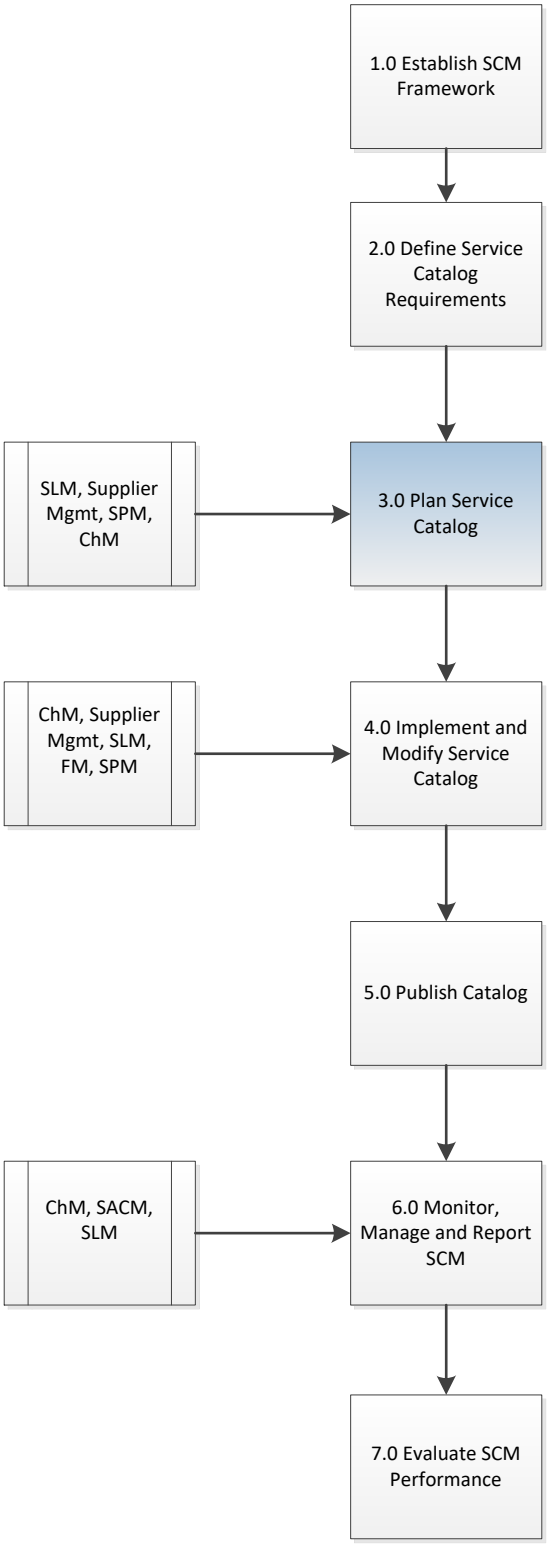


Figure 6 Define Service Catalog Requirements

Table 7. Define Service Catalog Requirements

2.0 Define Service Catalog Requirements		
Number	**Process Activity**	**Description**
2.1	Determine Required Service Information	This activity requires the SCM Process Owner and Manager to work with the various IT providers in the organization to determine what information needs to be gathered on each service. This will ensure that the service provides value to the organization.
2.2	Determine Attributes to be collected	This activity requires the SCM Process Owner and Manager to work with the various IT providers and Service Owners to determine what attributes need to be collected on each service. In addition to the 5 questions that need to be answered during service definition, there may be additional relationships to other services that need to be defined, and viewed in the catalog. Consider the 5 questions during this step: Five key questions must be answered when defining a service: 1. What is the service, and how do I get it? (Service Description) 2. How do I get help? How do I use the service? (Help and Self-Service) 3. What Does It Cost? (Service Cost and Pricing) 4. How does the organization support this service? (Service Support) 5. How does THE ORGANIZATION provide this service? (Service Delivery)
2.3	Determine views	This activity requires the Service Owners to decide which users in the organization can view certain services, i.e. Business, User and Technical views

5.3 Plan Service Catalog



After requirements are defined for the service catalog, this activity plans and designs the service catalog. This involves designing catalog appearance, structure, navigation, relationships and ensuring the catalog is actionable.

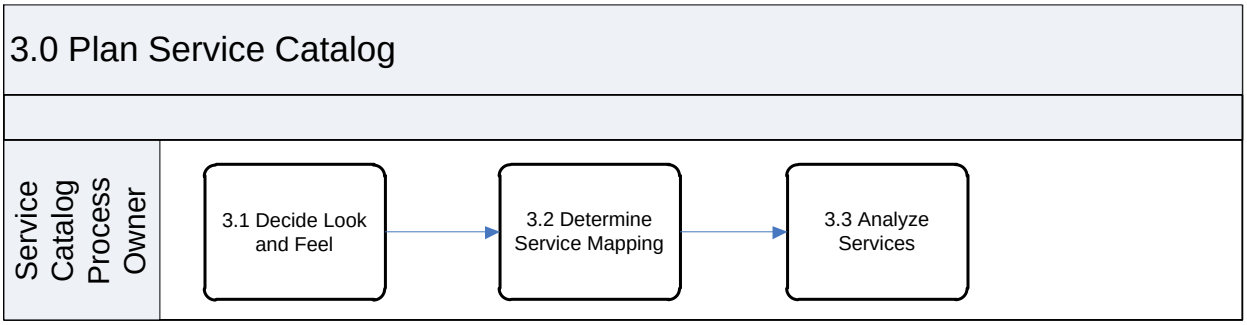
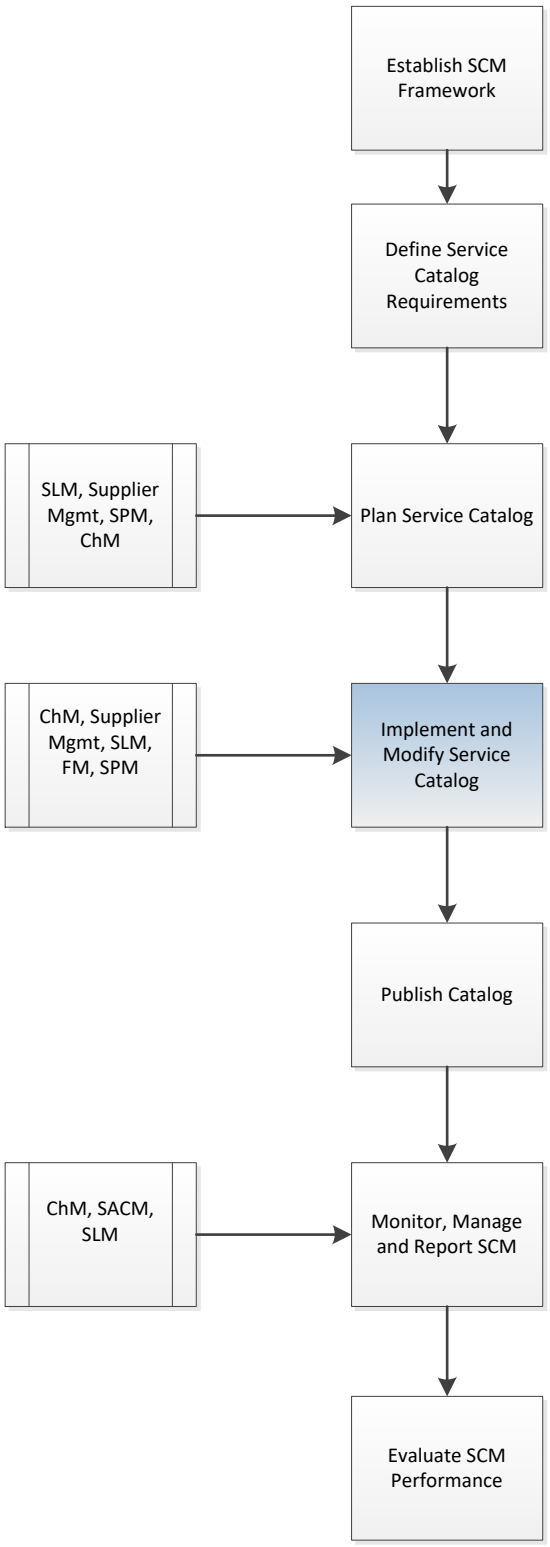


Figure 7 Plan Service Catalog

Table 8. Plan Service Catalog Sub-Process Descriptions

Plan Service Catalog		
Number	**Process Activity**	**Description**
3.1	Decide Look and Feel (User Experience) of Service Catalog	As an organization, decide how you want the Service Catalog to be displayed to the user community; how are they used to seeing the available services?
3.2	Determine Service Mappings/Families	Analyze services and group them into similar “buckets” and name those buckets accordingly. These will become your service mapping.
3.3	Analyze Services to determine what Families they fall under	Analyze your existing services and align them to your service families

5.4 Implement and Modify Service Catalog



The implementation and modification of the service catalog is carried out by this activity. This activity executes all tasks associated with catalog structure, appearance, navigation, and content. All modifications are approved before the catalog is published.

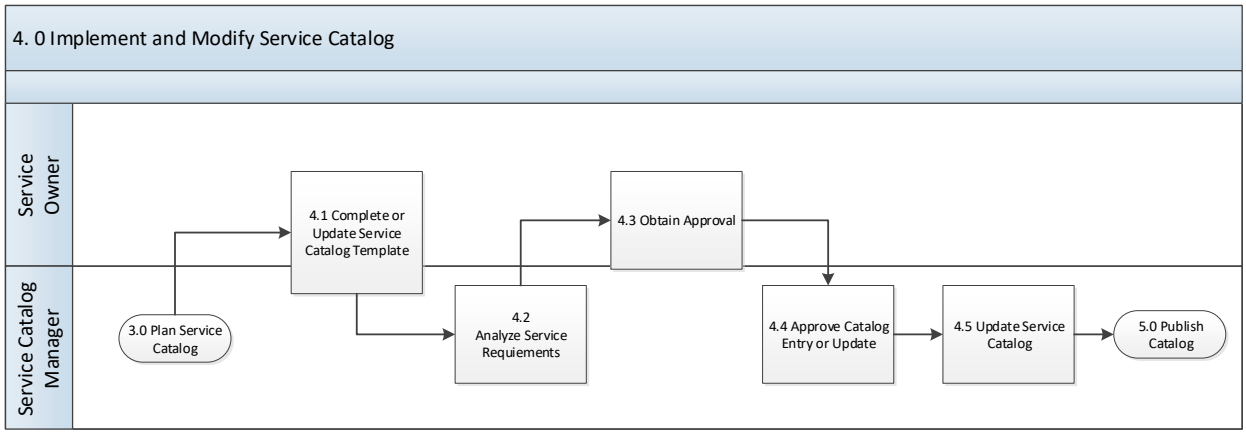
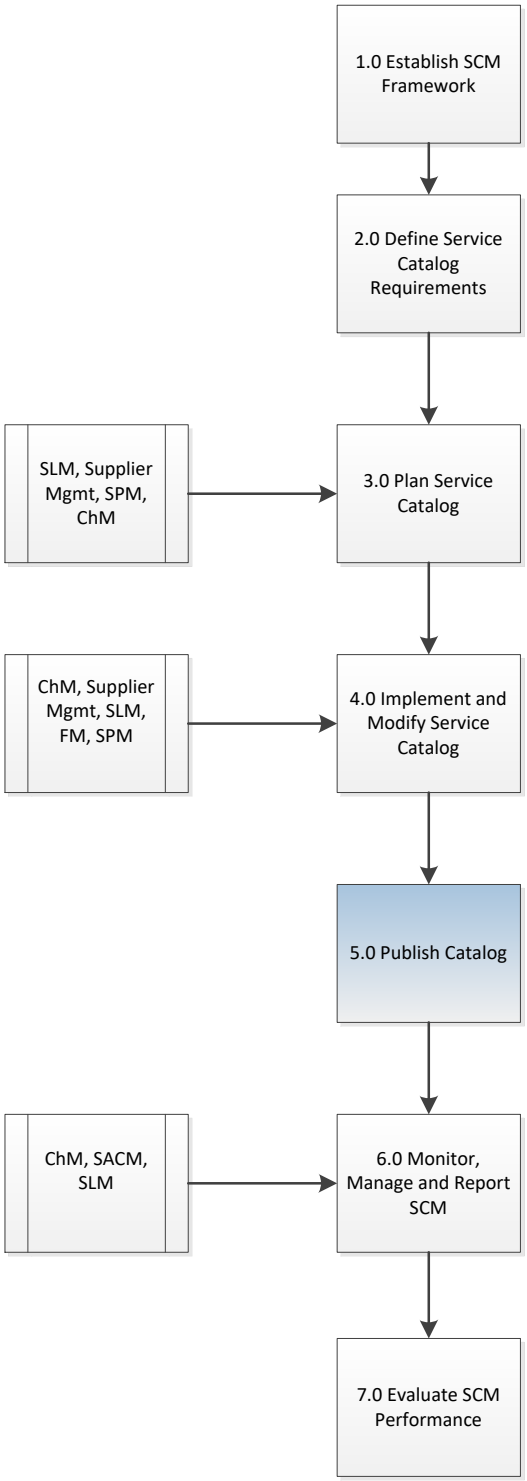


Figure 8 Implement and Modify Service Catalog

Table 9 Implement and Modify Service Catalog Subprocess Descriptions

Implement and Modify Service Catalog Subprocess Descriptions		
Number	**Process Activity**	**Description**
4.1	Complete or Update Service Catalog Template	Requestor submits the completed Service Catalog template for the requested or updated service; Service Catalog team reviews for completeness.
4.2	Analyze Service Requirements	Candidate services are identified based upon those provisioned by the IT provider(s) to the user community. The identification of services is an iterative cycle. All changes to the Service Catalog are processed through ChM. The scope of the USMC IT Service Catalog and identification of those services included within the catalog are defined and ultimately authorized by C4 in partnership with MCSC. Through participation in the Enterprise ChM process, the Service Catalog Manager and Process Owner will be aware and participate in change analysis and implementation responsibilities for the Service Catalog
4.3	Obtain Approval	Obtain approval from Enterprise Solutions Board (ESB). The purpose of the ESB is to provide a preliminary review of all Enterprise level IT Service Requests, not covered by the current Enterprise Service Catalog, submitted for Marine Corps Enterprise consideration. The goal is to determine the request's relevance in respect to architecture, acquisition, funding, strategy alignment and mission impact, to include recommended priority. Finally, if it is determined that the request is valid, and an RFC is required, then the RFC will be processed through the ESB.
4.4	Approve Catalog Entry or Update	Once the RFC has been approved and implemented into production, ChM notifies SCM that the Catalog entry/update has been approved for inclusion in the Service Catalog
4.5	Update Service Catalog	Service Catalog team advertises new/updated service in the Catalog

5.5 Publish Catalog



In this activity, a newly implemented or updated service catalog is published to authorized user groups.

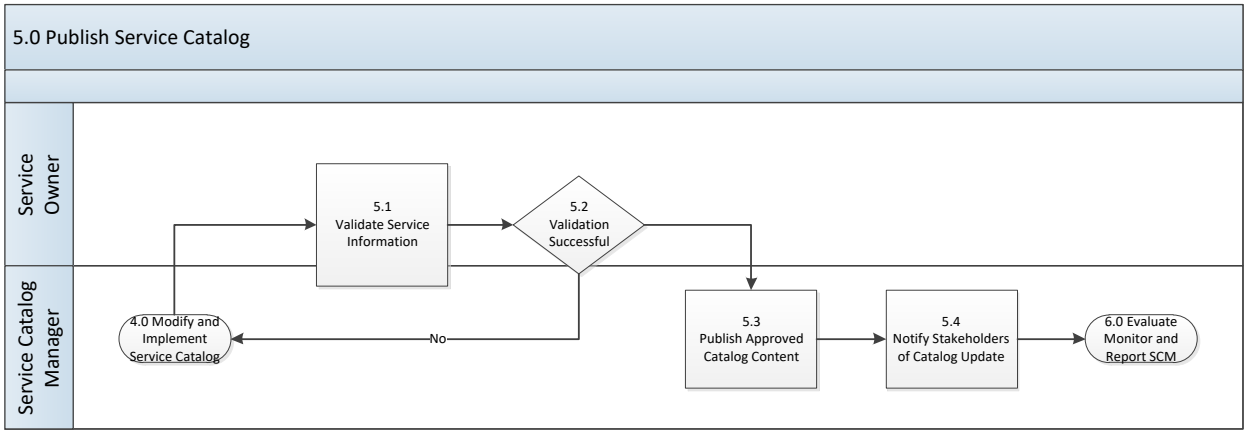
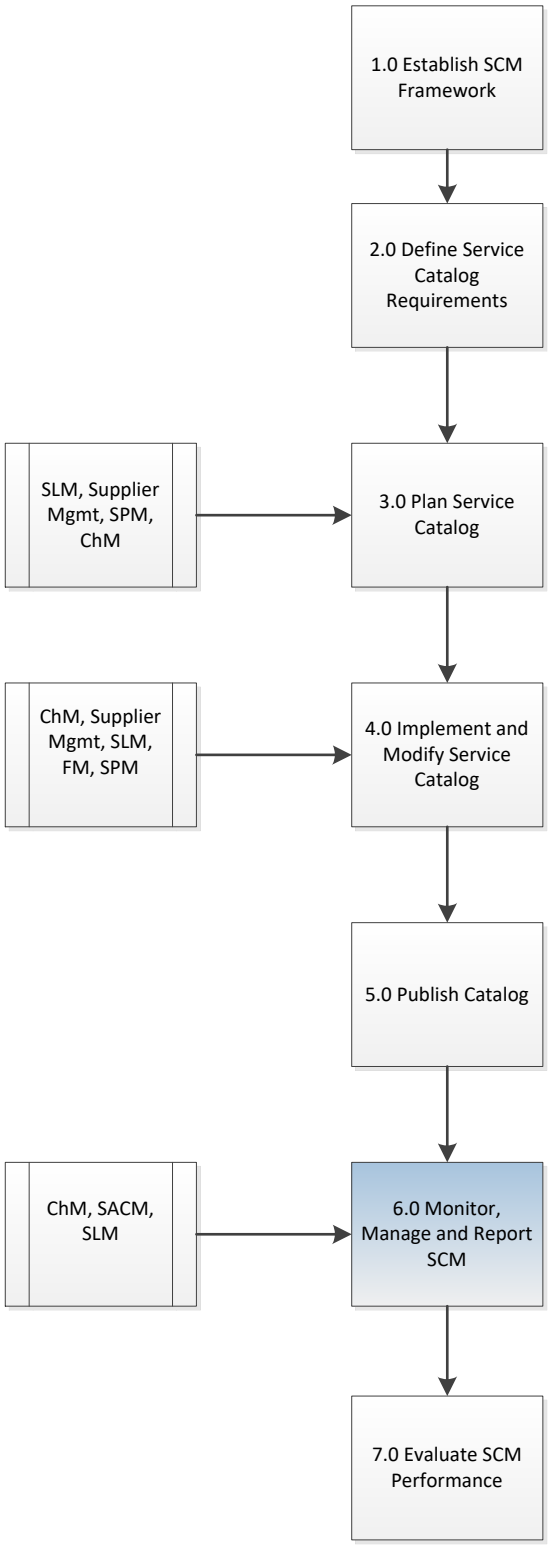


Figure 9. SCM Publish Service Catalog Sub-Process

Table 10. SCM Publish Service Catalog Sub-Process Descriptions

5.0 Publish Service Catalog		
Number	**Process Activity**	**Description**
5.1	Validate Service Information	The Service Catalog Manager provides new content pertaining to the service(s) prior to publication.
5.2	Validation Successful?	If the Service Catalog Manager and the Service Owner successfully validate the content against planned change to the catalog, then proceed to publish the approved catalog content step. If the Service Catalog Manager and the Service Owner cannot validate the content against planned change to the catalog, then return to modify and implement service catalog step for correction.
5.3	Publish Approved Catalog Content	The Service Catalog Manager ensures that the necessary configuration steps have been taken so that the approved changes are published the Service Catalog during the specified change window.
5.4	Notify Stakeholders of Catalog Update	The Service Catalog Manager ensures that stakeholders are informed that the Service Catalog has been updated with new service content.

5.6 Monitor, Manage, and Report SCM



This activity supports continuous monitoring and analysis of operational results, data and comparison with service achievement reporting to identify Service Catalog Management trends and issues. Service Catalog Management information is used to generate detailed service component reporting as well as a perspective on overall service availability.

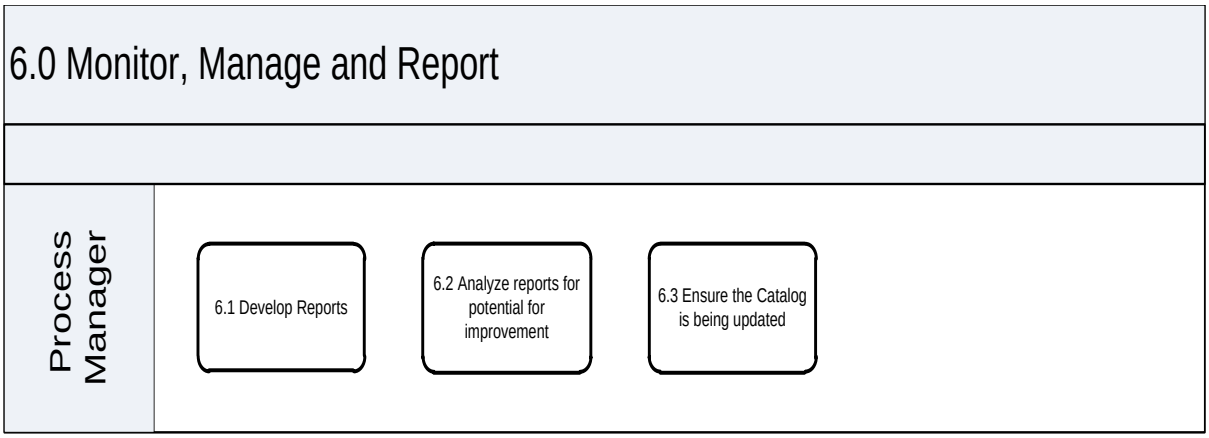
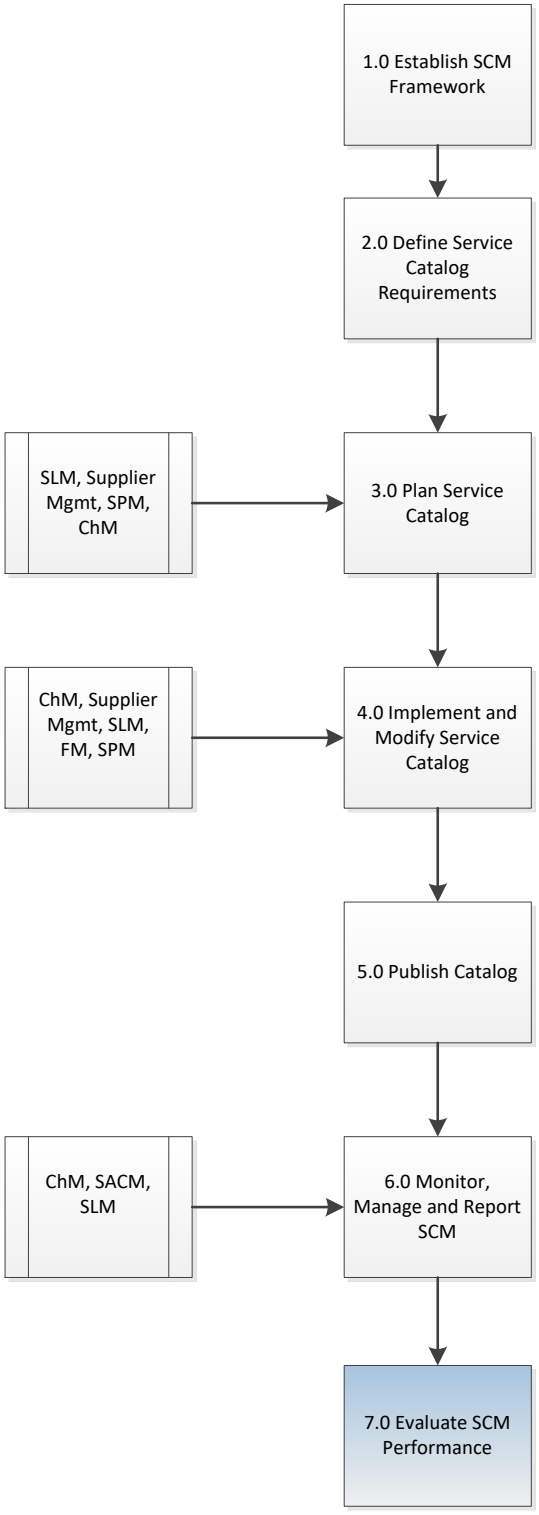


Figure 10 – Monitor Manage and Report

Table 11 – Monitor Manage and Report Subprocess Descriptions

Monitor Manage and Report Service Catalog		
Number	**Process Activity**	**Description**
6.1	Develop Reports	Develop reports to determine how often the catalog is being used, whether the information contained in the catalog is correct and appropriate
6.2	Analyze Reports	Determine where the process can be improved based on CSF and KPI reports
6.3	Catalog Updates	Ensure Catalog is being updated in a timely manner in conjunction with ChM

5.7 Evaluate SCM Performance



This activity describes the tasks required to assess the efficiency and effectiveness of the Service Catalog Management process. It includes the capture of information, relationship with other process areas, and suitability of procedures and training. It is used as a basis to ensure the Service Catalog Management process remains fit for purpose and identifies where changes to the process might be required.

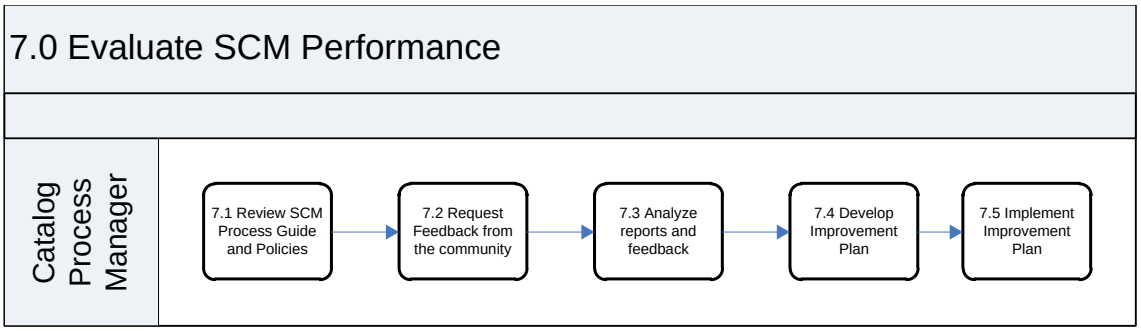


Figure 11 – Evaluate SCM Performance

Table 12 – Evaluate SCM Performance Subprocess Descriptions

Evaluate SCM Performance		
Number	**Process Activity**	**Description**
7.1	Review Process Guide and Policies	Annual review of the Process guide, policies, strategy and architecture will ensure updates are being made as the organization and architectures evolve.
7.2	Feedback from community	Requesting feedback from the community (OPFORs, MARFORCYBER, CIOs) will ensure the process is in touch with how the organization is using the catalog
7.3	Analyze reports and feedback	Review metrics/reporting and feedback from the community to ensure the catalog is performing as designed
7.4	Develop Improvement Plan	Develop an annual improvement plan based on reports and feedback to continually improve the process under a Continual Service Improvement Plan
7.5	Implement Improvement Plan	Implement any recommended improvements to continue to mature the process and the catalog in support of Continual Service Improvement Plan

Appendix A – ACRONYMS

The official list of E-ITSM acronyms and can be found through the link referenced below:

https://eis.usmc.mil/sites/irm/ITSM/_layouts/WordViewer.aspx?id=/sites/irm/ITSM/Documents/E-ITSM%20Acronym%20List/E-ITSM_Acronyms_List_23%20December%202010.docx&Source=https%3A%2F%2Feis%2Eusmc%2Emil%2Fsites%2Firm%2FITSM%2FDocuments%2FForms%2FAllItems%2Easpx%3FRootFolder%3D%252Fsites%252Firm%252FITSM%252FDocuments%252FE%252DITSM%2520Acronym%2520List%26FolderCTID%3D0x0120001918760B7D35A5478C0474985E3ACBCD%26View%3D%7B9CD820B3%2DEF85%2D4D2C%2DBD0C%2DA255AEE9E40D%7D&DefaultItemOpen=1

Appendix B – GLOSSARY

Term	Definition
Asset Management	Asset Management is the process responsible for tracking and reporting the financial value and ownership of assets throughout their lifecycle.
Back-out Plan	A Back-out Plan is developed in the Release planning phase. This plan provides a recovery plan to return to the original configuration or process if the release fails to achieve the planned outcome.
Backup	Backup is copying data to protect against loss of integrity or availability of the original data.
Change Schedule	A Change Schedule is a document that lists all approved changes and their planned implementation dates.
Configuration Control	Configuration Control is a sub-process of Configuration Management. Configuration Control is a set of processes and approval stages required to change a CI attribute. Configuration Control encompasses the oversight to ensure that a CI is changed through the Change Management process.
Configuration Identification	A sub-process of Configuration Management, Configuration Identification is the selection, identification, and labeling of the configuration structures and CIs including their respective technical owner and the relationships between them. CIs become the manageable unit that is planned for release into a configuration-controlled environment. The CIs consist of hardware, software, services, and documentation.
Configuration Item	A Configuration Item (CI) is any component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System (CMS) and is maintained throughout its lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and SLAs.
CI Type	CI Type is a category used to Classify CIs. The CI Type identifies the required attributes and relationships for a configuration record. Common CI Types include: server, document, user, etc.
Configuration Management Database	A Configuration Management Database (CMDB) is a database used to store configuration records throughout their lifecycle. The Configuration Management System (CMS) maintains one or more CMDBs and each CMDB stores attributes of CIs and relationships with other CIs.
Configuration Management Plan	Document defining how configuration management will be implemented (including policies and procedures) for a particular acquisition or program. (Source: MIL HDBK-61A)
Configuration Management System	A Configuration Management System (CMS) is a set of tools and databases used to manage an IT service provider's configuration data. The CMS also includes information about incidents, problems, known errors, changes, and releases and may contain data about employees, suppliers, locations, units, customers and users. The CMS includes tools for collecting, storing, managing, updating and presenting data about all CIs and their relationships. The CMS is maintained by Configuration Management and is used by all IT Service Management processes.
Deployment	Deployment is the activity responsible for movement of new or changed hardware, software, documentation, process, etc. to the live environment. Deployment is part of the Release and Deployment Management Process.
Deployment Readiness Test	A Deployment Readiness Test is conducted to ensure that the deployment processes, procedures, and systems can deploy, install, commission, and decommission the release package and resultant new or changed service in the production/deployment environment.
Deployment Verification Test	A Deployment Verification Test is conducted to ensure the service capability has been correctly deployed for each target deployment group or environment.

Term	Definition
Early Life Support	Early Life Support (ELS) involves Technical Management or IT Operations providing support for a new or changed IT service for a period of time after it is released. During ELS, the IT service provider may review the KPIs, service levels, and monitoring thresholds and provide additional resources for incident management and problem management (when implemented).
Event Management (EM) System	The EM System (EMS) is comprised of tools which monitor CIs and provide event notifications. It is a combination of software and hardware which provides a means of delivering a message to a set of recipients. The EMS often requires real-time interaction, escalation, and scheduling.
Environment	Environment is a subset of the IT infrastructure used for a particular purpose (e.g., live environment, test environment or build environment). It is possible for multiple environments to share a CI (e.g., test and live environments may use different partitions on a single mainframe computer). In the term physical environment, environment can be defined as the accommodation, air conditioning, power system, etc. Environment can be used as a generic term defined as the external conditions that influence or affect something.
Error	An Error is a design flaw or malfunction that causes a failure of one or more CI or IT services. A mistake made by a person or a faulty process that affects a CI or IT service is also an error.
Escalation	Escalation is an activity that obtains additional resources when needed to meet service-level targets or customer expectations.
Event	An Event is a piece of data that provides information about one or more system resources. Most events are benign. Some events show a change of state which has significance for the management of a CI or IT service. The term ‘event’ is also used to define an alert or notification created by any IT service, CI, or monitoring tool. Events typically require IT operations personnel to take actions and often lead to incidents being logged.
Event Correlation	Event correlation involves associating multiple related events. Often, multiple events are generated as a result of the same infrastructure fault. Events need correlation to prevent duplication of effort in resolving the original fault.
Exit and Entry Criteria (Pass/Fail)	These are criteria (defined well in advance and accepted by the stakeholders) defined at authorized points in the Release and Deployment Process to set expectations of acceptable/unacceptable results.
Fault	Fault is the deviation from *normal* operation of a CI or a series of CIs. A fault is a design flaw or malfunction that causes a failure of one or more CIs or IT services. Fault is also referred to as an error.
Governance	Governance is the process of ensuring policies and strategy are actually implemented and that required processes are correctly followed. Governance includes defining roles and responsibilities, measuring, and reporting and taking actions to resolve any issues identified.
Key Performance Indicator	A Key Performance Indicator (KPI) is a metric used to help manage a process, IT service, or activity. Many metrics may be measured, but only the most important of these are defined as KPIs and used to actively manage and report on the process, IT service, or activity. KPIs are selected to ensure that efficiency, effectiveness, and cost effectiveness are all managed.
Known Error	A Known Error is a problem that has a documented root cause and a work-around. Known errors are created and managed throughout their lifecycle by Problem Management. Known errors may also be identified by SIE or suppliers.
Monitoring	Monitoring is the process of repeated observation of a CI, IT service, or process to detect events and to ensure that the current status is known.
Notification	Notification is a communication that provides information.
Pilot	A Pilot is a limited deployment of an IT service, a release, or a process to the live environment. A pilot is used to reduce risk and to gain user feedback and acceptance.

Term	Definition
Process	A Process is a structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. A process may include any of the roles, responsibilities, tools, and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions, if needed.
Quality Assurance	Quality Assurance (QA) is the process responsible for ensuring the quality of a product and also ensuring it will provide its intended value.
Role	A Role refers to a set of connected behaviors or actions that are performed by a person, team, or group in a specific context.
Severity	Severity refers to the level or degree of intensity.
Service Design Package	A Service Design Package (SDP) is composed of document(s) defining all aspects of an IT service and its requirements through each stage of its lifecycle. An SDP is produced for each new IT service, major change, or IT service retirement.
Service Improvement Plan	A Service Improvement Plan (SIP) is a formal plan to implement improvements to a process or IT service.
Service Knowledge Management System	A Service Knowledge Management System (SKMS) is a set of tools and databases used to manage knowledge and information. The SKMS includes the Configuration Management System (CMS) as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an IT service provider needs to manage the full lifecycle of IT services.
Service Level Agreement	A Service-Level Agreement (SLA) is an agreement between an IT service provider and a customer. The SLA describes the IT service, documents service-level targets, and specifies the responsibilities of the IT service provider and the customer. A single SLA may cover multiple IT services or multiple customers.
Service Validation and Testing	Service Validation and Testing is the process responsible for validation and testing of a new or changed IT service. Service Validation and Testing ensures an IT service matches the design specification and will meet the needs of the business. Service Validation and Testing during release conducts testing in the pre-production Systems Integration Environment (SIE) and during deployment in the pilot production environment.
Single Point of Contact	A Single Point of Contact (SPOC) is an agreement used to assign a single, consistent way to communicate within an organization or unit. For example, the Service Desk will be the SPOC for a service provider.
Snapshot	A Snapshot is the baseline as captured by a discovery tool. A snapshot can also be called a benchmark.
Test	A Test is an activity that verifies that a CI, IT service, or process meets its specification or agreed requirements.
Test Environment	A Test Environment is a controlled environment used to test CIs, builds, IT services, and processes.
Throttling	Some events do not need to be acted on until they have occurred a number of times within a given time period. This is called Throttling. Once a repeated event has reached its limit for repetition, forward that event to be acted upon.
User Acceptance Testing	User Acceptance Testing is a testing activity conducted by the user intended to verify a CI, IT service, or process meets a specification. It is also used to validate whether agreed requirements have been met.
Work-around	Work-arounds for problems are documented in known error records and are intended to reduce or eliminate the impact of an incident or problem for which a full resolution is not yet available. Work-arounds for incidents that do not have associated problem records are documented in the incident record.
Work Instruction	The Work Instruction is a document containing detailed instructions that specify exactly what steps are followed to carry out an activity. A work instruction contains much more detail than a procedure and is only created if very detailed instructions are needed.

Appendix C – POLICIES

1. References to industry governing policies and laws can be found through the link referenced below:
   https://ehqmc.usmc.mil/org/c4/projects/CP/eitsm/Shared%20Documents/E-ITSM_TO_13_Government _Policies.doc

2. Information Resources Management (IRM) Standards and Guidelines Program:
   http://community.marines.mil/news/publications/Pages/IRM5271_01C.aspx

3. Marine Corps Order 5271.1B Subj: INFORMATION RESOURCES MANAGEMENT (IRM) STANDARDS AND GUIDELINES PROGRAM dated 1 Dec 2011

4. The DISA Defense Enterprise Service Management Framework (DESMF) brief and document can be found through the links referenced below:
   - Brief:
   http://www.disa.mil/News/Conferences-and-Events/DISA-Mission-Partner-Conference-2012/~/media/Files/DISA/News/Conference/2012/DISA_Enterprise_Service_Management_Framework.pdf
   - DISA Enterprise Service Management Framework Document:
   https://acc.dau.mil/adl/en-S/534625/file/65830/%23115329%20DESMF_edition%201.0.pdf

5. Marine Corps Information Technology Portfolio Management: MARADMIN 253/11 Link:
   http://www.marines.mil/News/Messages/MessagesDisplay/tabid/13286/Article/111305/marine-corps-information-technology-portfolio-management.aspx

6. Marine Corps Order 5230.21 Subj: INFORMATION TECHNOLOGY PORTFOLIO MANAGEMENT dated 3 Oct 2012

7. SECNAV Instruction 5230.15 Subj: INFORMATION MANAGEMENT/INFORAMTION TECHNOLOGY POLICY FOR FIELDING OF COMMERCIAL OFF THE SHELF SOFTWARE dated 10 Apr 2009

Appendix D – SERVICE CATALOG

The following information contained in the Service Catalog is required for each service:

- What is the service?
    - Service summary
- How do I get help? How do I use the service?
    - Getting Help
- How does MCEN Supporting Establishment support this service?
    - Escalation process
    - Communications Plan
- How does MCEN Supporting Establishment provide this service?
    - Technical details of service
- How do I request the service?
- When can I expect support for this service?
- What level of performance can I expect for the delivered service?

Please see the Service Definition Process Guide for further details on information required for each service prior to addition to the Service Catalog.