

# IS&T Service Catalog – Proposal

## Overview

The purpose of this document is to outline a DRAFT of content to be used in the “Service Catalog” section of our IS&T site when redesigned and launched in July 2011.

Based on the vision statements set by Marilyn to the team:

*“The service catalog will say, “Here are our community functions” and the website will be designed around these functions.”*

This information needs to be reviewed and approved by the sponsor, Marilyn Smith and Barbara Goguen, and supported by the IS&T Senior Staff.

## Definitions

### What is a Service?

A SERVICE as defined by IS&T is a coherent, ready-to-use deliverable that is of value to the customer. Services allow customers to do business without worrying about underlying technology of IT infrastructure.

### What is a Service Catalog?

A SERVICE CATALOG is a customer friendly menu or guide to IT service offerings targeted at current or potential consumers of IS&T services. The proposed service catalog will provide a single location for information about all IS&T services offered to the campus. The catalog will be in the Drupal database on the website and include information about all live or soon to be live IT services.

*[NOTE: A service catalog is NOT a service portfolio, which is an inventory of all of the IS&T services/applications/systems. Full description of Service Portfolio from project team scope document refers to: Create an IS&T Service Portfolio to support IS&T release processes (this will identify owners, orphans, levels of support and escalation paths). As part of this effort, we will develop processes for product and service introduction and retirement from IS&T Service Portfolio.]*

## Criteria for Services in the Catalog

The following criteria were used to determine what services should be included in the catalog:

- A set of related technical or professional functions provided in support of one or more of MIT’s business purposes.
- Functions may consist of software, hardware, communications facilities, and other IT infrastructure.
- Services in the catalog are targeted for use by customers/end-users in the community.
- Services are offerings that customers/end-users come to IS&T to get and use which makes it easier for them to do their work.

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## Process and Resources

The core project team began with research through:

- A review of the current IS&T Service and Resources catalog at (<http://ist.mit.edu/services>)
- A review of the Core Services list developed by the Sr. Staff during the planning efforts.
- Review of the language to make sure understandable by the end users – look at as compared to other sites and what our customers look for, as evidenced by our Google analytics and Crazy Egg data.

## Other Resources/Services Catalog (details of likes/dislikes in RFP):

- BU's Service Catalog: <http://www.bu.edu/tech/>
- Stanford's Service Catalog: <http://itservices.stanford.edu/services> Perdue's Service Catalog: <http://www.itap.purdue.edu/service/catalog/index.cfm>
- Brown (<http://www.brown.edu/it/services/>)
- University of Texas San Antonio (<http://www.utsa.edu/oit/>)
- Syracuse University (<http://its.syr.edu>)
- Mississippi State (<http://www.its.msstate.edu>)
- Texas A&M (<http://IT.tamu.edu>)
- Case Western (<http://www.case.edu/its/>)
- University of Minnesota (<http://www.oit.umn.edu/index.php>)
- McGill (<http://www.mcgill.ca/it>)
- UC Santa Cruz ([http://its.ucsc.edu/service\\_catalog](http://its.ucsc.edu/service_catalog))
  
- BMC Software White Paper – *Understanding ITIL Service Portfolio Management and the Service Catalog (An approach for implementing effective service lifecycle management)*
- TechRepublic – *How to Build a Service Catalog*
- JPC Group – *Presentation HDI NE – Service Catalogue*

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## Service Catalog

(Assumes there is Help Available for all of these services)

### Accounts and Passwords (or Logins and Passwords)

- Accounts
- Certificates (MIT CA and Personal Certificate)

### Backup and Data Center Services

- Backup (TSM)
- Co-location Services
- Managed Servers (Windows/Unix)
- Server Hosting and Management

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## Business and Finance

- Reporting – Data Warehouse
- Roles and Authorizations
- SAPweb
- SAPweb Self-Service (Training/Money Matters – get a PO, etc)

## Collaboration and Conferencing

- Audio Bridge (conference calling)
- Instant Messaging
- mitVoIP conference calls
- Self-Service How-tos (Hermes)
- Video Conferencing
- Web Conferencing (WebEx)
- Wikis

## Educational Technologies

- Adaptive Technologies (ATIC)
- Athena Computing Environment – clusters and software
- Course Management (Stellar/Blackboard)
- Educational Software
- Image Management (Thalia/Other)
- Laptop Loaner Program (also in Hardware)
- Student Services (i.e. online grades, registration, etc)
- Teaching and Learning Spaces (Athena Clusters/Other)

## Email and Calendaring

- Email Lists
- Email Software
- Exchange for Email and Calendaring
- Forwarding Email
- Outlook Web Access (OWA) for Calendaring

## Hardware

- Adaptive Technologies (ATIC)
- Desktop Computers
- Recommendations
- Laptops
- Laptop Loaner Program (for students)
- Printers/Printing
- Purchasing
- Repair and Maintenance
- Server Hosting and Management
- Ultra-Lights/Tablets

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## Network and WiFi

- IP Address/Hostname/Domain Name (getting connected)
- Remote Access
- Residential Networking
- Virtual Private Network
- Wireless Network Installation and Coverage

## Security (NOTE: Checking w/Monique and Tim re: list)

- Awareness and Education (Securing Devices/Guarding Privacy/Protecting Data)
- Backup (also listed under backup)
- Incident Response
- MIT Stopit
- Software Patches and OS Updates
- Virus detection/protection
- Whole Disk Encryption

## Software

- Microsoft Campus Agreement
- Purchasing
- Software (available to MIT community)
- Volume Site Licensed Software
- Windows Update Service

## Telephone and Mobile Devices

- Android
- Blackberry
- Calling Cards
- Cell Phone Services
- iPhone
- mitVoIP phones services and web interface
- Name Connector
- Pagers

## Training

- Hands-on courses for MIT applications
- Online Demos
- Web-based Training (lynda.com)

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## Web Services

- Accessibility
- Database Services (including development)
- Distributed IT Resources (Desktop Support)
- Server Hosting and Management
- Stellar Course Websites
- Touchstone Integration
- Usability
- Website/Application Development Services
- Wikis

## Other IT Services

- Cable TV
- Consulting
- Window Domain/win.mit.edu

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## Next Steps for Service Catalog Proposal

- Review and agreement by project team (Thursday, 1/21)
- Review and approval by project sponsors (week of 1/24)
- Review, edits and blessings by IS&T Sr. Staff (no later than Feb 4)
- Review with IS&T Website Redesign Steering Committee (end of Jan/early Feb)
- Share content with Design/Development firm (February)
- Work with Design/Development firm to fine-tune language and presentation of catalog (February-June)
- Service Portfolio Team – work in conjunction with this group and defer major changes to catalog until final service portfolio is defined/outlined in FY12