









ITIL SERVICE PORTFOLIO CHECKLIST

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This checklist will guide the development of an IT service portfolio which will support 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CURRENT IT SERVICES	Review existing IT services and determine whether they are services you will continue to offer or outdated.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 or currently being developed (service pipeline), services that are available/active, and services that 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 sub-set 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.

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