

Service Catalog and Portfolio

Strategic vision and service aligned with the business.

KEY BENEFITS



Greater clarity and visibility into services provided, improving communication with users.



Cost reduction through better planning and prioritization of investments.



Facilitates compliance with regulations such as ISO 20000 or the National Security Scheme.



Improved technical productivity and alignment of IT with business needs.



Direct support for the organization's digital transformation.

MAIN FEATURES

- **Complete management of the service lifecycle** from evaluation to retirement.
- **Publication of services on the user portal**, with **access segmented by profile**.
- **Flexible classification of services** with **rich information**: texts, images, attachments.
- **Creation of tickets directly from the catalog**, with **customized templates**.
- **Native integration with CMDB, assets, contract management, and other Service Desk processes**.
- **Business impact analysis**, support for **evaluation and prioritization of new services**.
- **Service documentation in business language** for **better communication and strategic alignment**.

“Service Portfolio Management allows managers to evaluate the quality of services and their associated costs, ensuring that each investment brings maximum value to the business.”

Source: ITILnews.com