

## Service Portfolio Management - Request for a change to a Service

### Purpose of this document

The purpose of this document is to outline a process for addition, change or removal of Services from the Service Portfolio. It describes the roles and responsibilities that are involved in the process.

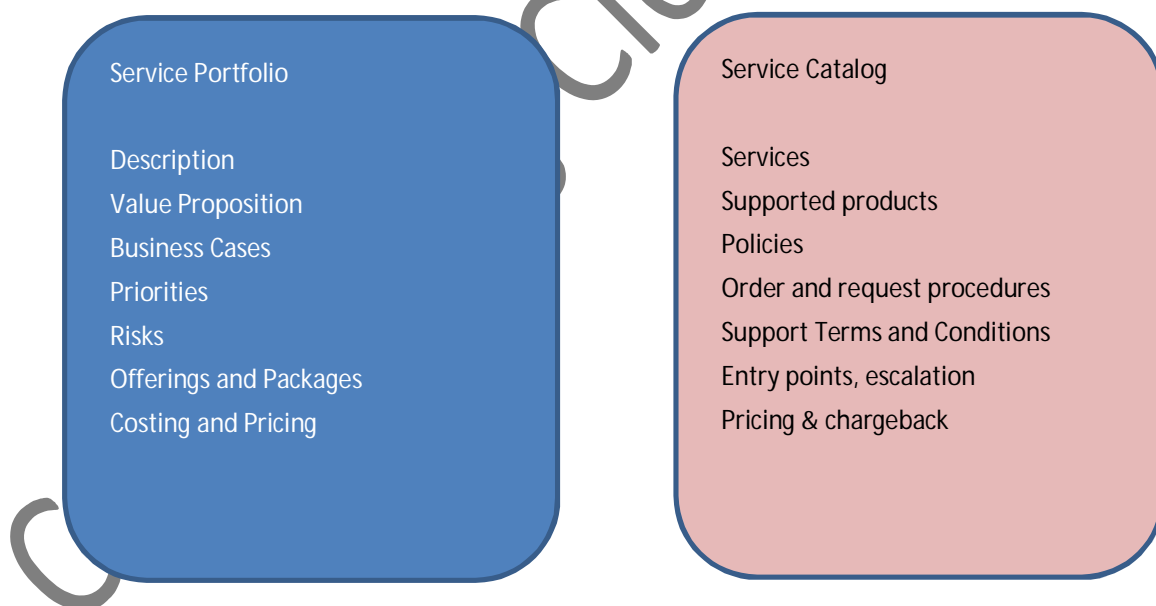
### Description of Service Portfolio Management (SPM)

Service Portfolio Management (SPM) is a dynamic method for governing investments in Service Management across the enterprise and managing them for value. These investments or "Services" are contained within the Service Portfolio.

The long-term objective for SPM is to ensure that all investments in Service assets (people, IT assets, projects, operating and capital expenditure, relationships with customers and vendors, knowledge and information) are appropriately governed, this facilitating the creation and enhancement of IT services of optimum value for the company and its current and future customers.

SPM will assist the company to decide what services to offer by understanding why a customer needs services and why they should buy these services from the company.

The Service portfolio and its relationship with the Service Catalog, can be described as follows:



This document contains a checklist for all new Service Developments. This can either be the introduction of new services, or changes to existing service (refresh, replace or retire).

This checklist is needed to identify that the process to introduce a new service or change existing, follows specific readiness requirements needed to support or launch the Service. By answering the questions within this document, the indication of implementation and customer readiness for the Service will be projected.