

What should I consider when configuring Service Catalog?

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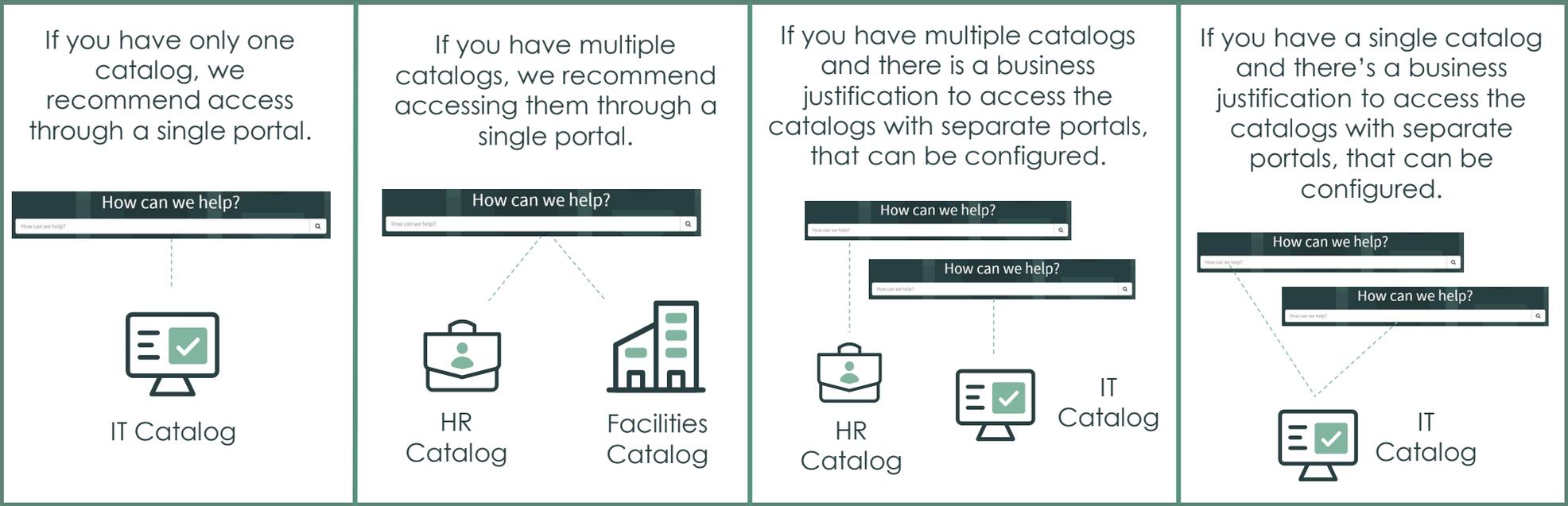
- What are some benefits of using Service Catalog?

What is Service Catalog?

ServiceNow® [Service Catalog](#) application gives end users self-service opportunities such as requesting a mobile device, resetting a password, or changing a 401K contribution. Service Catalog is most often used with [Service Portal](#), which can be accessed any time from any device.

What are the options for accessing Service Catalog through Service Portal*?

The best way to access Service Catalog (or “catalog”) with Service Portal depends on your catalog use cases (like ordering a new laptop or requesting HR benefits information), business requirements for user access to portals, the types of users, and the number of catalogs you need.



Practitioner insight: Use a single portal (or as few portals as possible) even if there will be multiple service catalogs to ensure a consistent user experience.

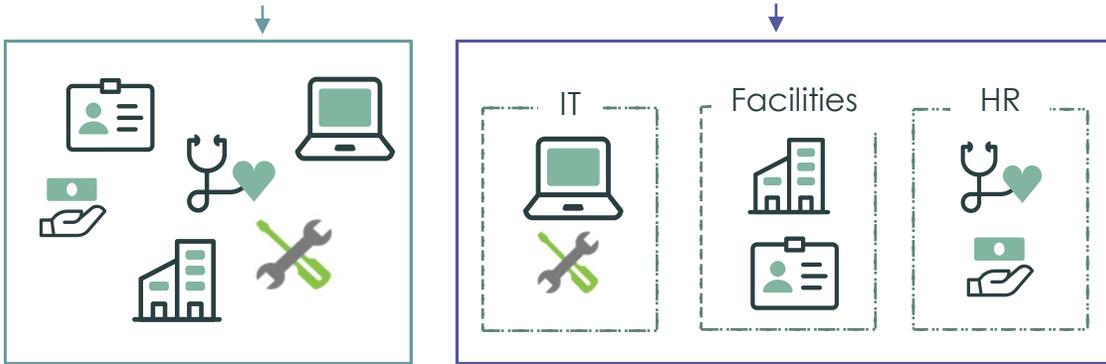
*Using ServiceNow Service Portal is recommended but Service Catalog can be used with any portal.

What should I consider when configuring Service Catalog? (Cont.)

Do I need multiple catalogs?

Whether you need one or multiple catalogs depends on the catalog items in scope, the groups that will use the catalog items (CIs), and business requirements. If different teams manage the CIs—such as IT assets and HR services—and/or different groups that shouldn't be navigating a shared catalog—like IT and Facilities—will use the CIs, you need multiple catalogs. If all CIs in scope are managed by the same team, you only need one catalog unless you have a business reason for splitting the CIs into two catalogs (for example, highly restricted access to certain catalog items).

Put these CIs into three catalogs



Practitioner insight: To manage your Service Catalog, you need to follow a structured and consistent process of updating the CIs as your business needs, processes, services, and/or assets change. For this reason, we don't recommend that you put CIs that are owned and maintained by different teams in a single catalog.

Not recommended

Single catalog



If I am currently using a single Service Catalog, how do I convert it to multiple catalogs or add new catalogs?

1 Upgrade to New York.

- As of the New York release, you can configure multiple service catalogs without customizing.
- Here are the [resources for upgrading](#), if needed.



2 Confirm your design.

- Since your current environment is set up for a single catalog, you must confirm the design for using multiple catalogs (including content and maintenance) before you configure it.



3 Configure your catalogs.

- Reference the [products docs](#) for configuration steps to set up multiple service catalogs.
- If you don't have a systems administrator with Service Catalog and Service Portal experience, please contact a [certified ServiceNow services partner](#) or [ServiceNow Expert Services](#) for assistance.

What should I consider when configuring Service Catalog? (Cont.)

What are some benefits of using Service Catalog?

-  **Drives greater self-service** by fulfilling requests through an intuitive interface
-  **Increases operational efficiency** and reduces duplicated effort
-  **Improves services** with the option to publish service levels and assess demand for services, costs, and improvements

Related Resources

- [Success Playbook – Design a world-class service catalog](#)
- [Success Playbook – Improve self-service with ServiceNow](#)
- [Case study – Swiss Re Service Catalog and Service Portal](#)
- [Product docs – Service Catalog](#)
- [Product docs – ServiceNow Service Portal](#)
- [On-demand Webinar – Design a World Class Service Request Catalog](#)
- [On-demand Webinar – How AstraZeneca automated global services with ServiceNow](#)
- [Community – Service Catalog best practices](#)
- [ServiceNow Request Management](#)

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).