TA 13-06: Service Catalog Website Redesign

ATTENTION: *All California Technology Agency Customers*

ACTION REQUESTED: *None, Information Only*

GO-LIVE DATE: *June 13, 2013*

Background:

OTech communicates our service offerings to customers through an online Service Catalog accessible via the OTech website. The Service Catalog was designed to provide accurate, current and timely information about OTech services and is an important tool to ensure consistency in communications with customers and other stakeholders.

On June 13, OTech will launch a new redesigned Customers need to have accurate, current and timely information about services. The Service Catalog is designed to provide this information, and is an important tool to ensure the accuracy and consistency of communications with customers and other stakeholders.Service Catalog to provide more clarity, up-to-date information, and improve usability through enhanced navigation. These improvements were achieved by incorporating Information Technology Infrastructure Library (ITIL) best practices.

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Features and Benefits:

The Service Catalog redesign incorporates the State's 2010 web template providing the same look and feel as other California State websites. In addition, it offers the following improvements:

- Service Organization – Services are organized into subject areas, using a single landing webpage where all Services can be accessed from one location.

- User Interface Improvements - The number of web pages have been significantly reduced through the consolidation and streamlining of content. Format changes also make it much easier to navigate and find the various services.

- Standard Layout – The web page layout, content and verbiage has been standardized to ensure consistency across the entire website.

Next Steps:

The Service Catalog should be your first stop to learn about the various service offerings at OTech and to evaluate how those technology services align with your business needs. It provides pertinent information to help you determine which service is right for you. Before submitting a request for new services, please consult the Service Catalog to ensure that you have identified and included all requisite submittal forms.

We will continue to update the catalog as services evolve, and will be including additional functionality over time to improve the value and quality of the service catalog.

Contact:

If you have any questions regarding content on the Service Catalog or which submittal forms to include with a Service Request, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the Account Lead Lookup, or contact the Customer Delivery Division at (916) 431-5477.