



## Service Portfolio Management PinkVERIFY™

SPM	General Criteria
SPM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? -----
SPM-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? -----
SPM-11-G-003	Does the tool support designating fields as mandatory? -----
SPM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? -----
SPM-11-G-005	Does the tool facilitate the production of management reports from historical records? -----
SPM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities -----
SPM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? -----
SPM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? -----



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SPM	Core Criteria
SPM-11-C-001	Does the tool facilitate the creation of Service Portfolio Records with a unique identifier and number? -----
SPM-11-C-002	Does the Service Portfolio Record have the required 19 fields to provide the following information on services and associated requirements? Required information includes: Service name; description; status; classification and criticality; applications used; data and/or data schema used; business processes supported; business owners; business users; IT owners; service warranty level; SLA and SLR references; supporting services; supporting resources and dependent services; supporting OLAs, contracts and agreements; service costs, service charges (if applicable); service revenue (if applicable); service metrics. -----
SPM-11-C-003	Does the tool have the ability to record, monitor and track multiple statuses in the same Service Portfolio Record at the same time? -----
SPM-11-C-004	Does tool facilitate the recording, updating, monitoring and tracking of a Service through the Service Pipeline, Service Catalog and Service Retirement stages? -----
SPM-11-C-005	Does the tool facilitate the recording, updating, monitoring and tracking of a Service's development status and activities? For example: Development activities in the Service Pipeline stage -----
SPM-11-C-006	Does the tool facilitate the recording, updating, monitoring and tracking of a Service through the Service Portfolio Management method lifecycle? For example: define, analyze, approve, charter -----
SPM-11-C-007	Does the tool enable the supporting service business case to be attached or linked to the Service Portfolio record? -----



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SPM	Core Criteria
SPM-11-C-008	Does the tool facilitate the recording, updating, monitoring and tracking of a Service's transition statuses and activities? For example: Transition activities into the live environment and the Service Catalog stage, and transition activities into the Retirement stage -----
SPM-11-C-009	Does the tool have the ability to define and list Services in the pipeline for viewing and or evaluation by IT and Business Customers? -----
SPM-11-C-010	Does the tool have the ability to define and list the Services that have been retired for viewing by IT and Business Customers? -----
SPM-11-C-011	Does the tool facilitate the recording of or linking to business-related attributes of services? For example: Business processes supported, business owners, and business users -----
SPM-11-C-012	Does the tool facilitate the recording of or linking to technical aspects of the services? For example: Applications used, IT owners, supporting services, dependent services, and, OLAs, contracts and agreements -----
SPM-11-C-013	Does the tool facilitate the recording of financial attributes of a Service through the Service Portfolio lifecycle? For example: Service cost including, cost to develop, train, support; service charges, service revenue -----
SPM-11-C-014	Does the tool facilitate the ability to record external or third party service provider information, relationships and activities throughout the Service and Service Portfolio lifecycle? -----



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SPM	Core Criteria
SPM-11-C-015	Does the tool have the flexibility to allow users to add and define fields and configure the design of the Service Portfolio content to meet their requirements? -----
SPM-11-C-016	Does the tool facilitate the recording of the inventory or list of services? -----
SPM-11-C-017	Does the tool facilitate the recording of a service's value potential? For example: the identification of the service value in terms of the customer's expectation -----



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SPM	Integration Criteria
SPM-11-I-001	<p>Does the tool have the integration ability to link Services to required resources and capabilities to enable and support Service Portfolio Management activities? For example: Employee systems, Configuration Management System and CMDBs, Service Knowledge System</p> <p>-----</p>
SPM-11-I-002	<p>Does the tool integrate with Service Level Management to provide a link between Service Level Requirement Records and Service Portfolio Records?</p> <p>-----</p>
SPM-11-I-003	<p>Does the tool integrate with Service Level Management to provide a link to Service Level Agreements? For example: IT Business Relationship Managers have access to SLAs to review service development progress and service level performance (actual vs. planned / forecasted)</p> <p>-----</p>
SPM-11-I-004	<p>Does the tool integrate with a Service Catalog system to link Service Portfolio Records and Service Catalog Records?</p> <p>-----</p>
SPM-11-I-005	<p>Does the tool integrate with IT Financial Management, Capacity Management and Demand Management tools or systems processes to track actual number of users, usage (consumption) and costs?</p> <p>-----</p>
SPM-11-I-006	<p>Does the tool facilitate the ability to forecast service usage (consumption) and cost to support business planning? For example: Forecast (“what if”) scenarios based on number of users, cost elements, service components, agreed service levels</p> <p>-----</p>
SPM-11-I-007	<p>Does the tool integrate with systems to validate Service Portfolio data on a regular basis?</p> <p>-----</p>