

ZagaTech Spectra

Service & Request Catalog Intake Policy

Consistent submission criteria, triage workflow, scoring, and SLAs for new catalog items and requests.

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1. Purpose

Define a standardized approach for proposing, evaluating, prioritizing, and onboarding services and request items into the ZagaTech Spectra catalog to improve time-to-value and governance.

2. Scope

- Creation or modification of service offerings, request items, and knowledge articles.
- All business units submitting new requests to the ITSM organization.

3. Definitions

- **Service Catalog:** Authoritative list of services with commitments and access methods.
- **Request Catalog:** Operational items customers can request, with fulfillment steps.
- **Intake:** The end-to-end process from submission to approval and onboarding.

4. Submission Requirements (Form Fields)

- Business owner, sponsor, stakeholders, and impacted departments.
- Problem statement, value proposition, and success metrics (KPIs).
- Target users, demand estimate, and service tier (availability, support).
- Security/privacy and data classification (PII/PHI), regulatory considerations.
- Dependencies, integrations, and environment needs.
- Fulfillment workflow, SLAs/OLAs, and support model.
- Risks, constraints, and rollout/communication plan.

5. Eligibility & Acceptance Criteria

- Clear business value and measurable outcomes aligned with strategy.
- Defined ownership, funding, and operational support model.
- Meets security, compliance, and accessibility standards.
- Feasible within capacity constraints or approved via portfolio governance.

6. Prioritization & Scoring Model

Factor	Scale	Guidance
Business Impact	1–5	Revenue, customer, regulatory, or safety impact
Urgency/Time Sensitivity	1–5	Deadlines, commitments, risk exposure
Effort/Complexity	1–5 (inverse)	Lower effort scores higher priority
Risk Reduction/Compliance	1–5	Security, audit, or legal obligations
Strategic Alignment	1–5	Supports OKRs/roadmap

Scoring Policy

- Composite score = Impact + Urgency + Risk + Alignment + (6 - Effort).

Items above threshold proceed to detailed assessment and scheduling.

Ties are broken by customer impact and regulatory risk.

7. Workflow

Submit → Auto-triage → Business/Technical Assessment → Security/Privacy Review → Approval → Scheduling → Build/Configure → UAT → Publish → Review.

8. SLAs & OLAs

Triage: within 2 business days; Assessment: within 10 business days; Decision: within 15 business days.

Publish approved items within 5 business days post-UAT, unless dependencies exist.

9. RACI (Roles)

Requester (R): Completes intake form and business case.

Service Owner (A): Owns end-to-end service quality and approval.

Catalog Manager (C): Ensures standards, taxonomy, and metadata quality.

Architect/Security/Privacy (C): Validates design and compliance.

Fulfillment Team (R): Implements workflows and automations.

Support (I): Prepares knowledge and support readiness.

10. Metadata & SEO for Catalog Entries

Clear, customer-centric titles and meta descriptions for each service/request.

Keywords aligned to user intent (how users search for the service).

Structured fields: description, eligibility, prerequisites, cost, SLAs, and support links.

11. Definition of Done (DoD)

Runbooks, knowledge articles, and comms templates published.

Monitoring and SLAs configured; ownership and escalation defined.

Security/privacy sign-off; access controls and audit logging in place.

12. Reporting & Continuous Improvement

Track intake volume, approval rate, lead time, customer satisfaction, and rework.

Quarterly catalog hygiene: retire stale items; consolidate duplicates; update metadata.

13. Revision History

v1.0 — Initial release.