

Service Catalog

Define and deliver services with a centralized catalog, structured request forms, and automated workflows across your organization.

Specification	
SKU	IT-ESM-CAT
Solution area	IT Service Delivery
Works with	Service Desk & Request Portal, Knowledge Management, Service Level Management (SLAs), IT Asset Management, Incident Management
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

A Service Catalog is a centralized repository of services offered by an organization, along with the workflows and requirements needed to request them. It enables users to easily access services and ensures requests are handled in a consistent, structured way.

SmartSuite's Service Catalog software provides a structured, scalable system to define, organize, and deliver services across your organization. It enables teams to present services in a consistent, user-friendly way while standardizing how requests are submitted and fulfilled.

With a centralized service catalog, users can easily browse available services, understand requirements, and submit requests through structured forms.

Core capabilities

Centralized Service Catalog

Create a unified catalog of services across IT, HR, and business functions.

Workflow Automation

Automate service fulfillment processes, approvals, and routing.

SLA Integration

Apply service level agreements to catalog requests.

Service Definition & Standardization

Define service offerings, requirements, and workflows.

Self-Service Enablement

Allow users to browse and request services without manual intervention.

Usage & Demand Analytics

Track service usage and identify optimization opportunities.

Dynamic Request Forms

Build structured forms to capture all required information for service requests.

Service Categorization & Organization

Organize services into logical categories for easy navigation.

Role-Based Access Control

Ensure users see only relevant services based on roles.

The Service Catalog Lifecycle

Step 1 Define Services Create and document service offerings.	Step 2 Configure Request Forms Build forms to capture required request data.	Step 3 Publish Catalog Make services available to users through the portal.	Step 4 Fulfill Requests Automate and manage service delivery workflows.	Step 5 Analyze & Optimize Track usage and improve service performance.
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Who it is for

Service Desk Manager Defines and manages service offerings and request workflows.	IT Operations Lead Ensures services are delivered efficiently and consistently.	Support Agent Fulfills service requests and manages workflows.
End User / Employee Access and request services through the catalog.	Executive Leadership Monitors service usage and performance.	Business Operations Teams Provides services across HR, finance, and other functions.

Works with

Service Desk & Request Portal Enables users to request services directly from the catalog.	Knowledge Management Provides supporting documentation and guidance for services.
Service Level Management (SLAs) Tracks performance and SLAs for catalog requests.	IT Asset Management Supports asset-related service requests and provisioning.
Incident Management Links service requests to operational workflows.	

Built differently. Service Catalog runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Service Catalog configured for your organization, or read the full product entry at smartsuite.com/products/service-catalog.

Schedule a demo