Why service catalog in More Service?

The service catalog is a customer-defined description of the services provided by the IT department/service department to the user.
By using service catalog, the department can change focus from delivering technical solutions to delivery of functionality. This provides a closer link to the business.
Identifying and focusing on services is a means of clarifying what the department delivers to the business. At the same time, there is a common language that both the department's employees and users can relate to.
There are many different supporting components/objects that make sure the service is working properly. By associating service objects to the More Service cases, you get an overview of how the department delivers according to user needs. And it is the user's needs that are the basis for the delivery!
When service objects get relationships/dependencies to other supportive objects, it's easy to see what the service is and what customers are affected if problem occurs:



Or this way:

