# Service Catalog Planning Workshop – Agenda

Purpose: Define, structure, and categorize initial Service Catalog items in Freshservice.

Agenda Topics:

* - Gather candidate service items from departments
* - Define field requirements and conditional logic
* - Establish visibility rules based on department or role
* - Determine approval workflows and exceptions
* - Categorize service items for portal structure
* - Plan initial automation for routing and SLA escalation
* - Discuss naming conventions and item ownership