



Frequently Asked Questions

What is ServCat?

The Service Catalog, or ServCat, is an online application designed to centralize and preserve information about the Service or used by the Service. Historically important and management relevant documents- such as reports, management plans, geospatial data, and survey protocols- are now easily accessible. ServCat enables employees to discover information between programs, regions, and refuges, which promotes collaboration and minimizes redundancy across the Service.

Where did the Information in ServCat come from?

In 2011 the Inventory and Monitoring Initiative of the National Wildlife Refuge System launched an effort to begin collecting and entering data from refuges. This data was then migrated into ServCat. New records are entered on a daily basis by Fish and Wildlife Service (FWS) staff, and large sets of relevant data are uploaded in batch periodically by the National Resource Program Center.

Who can see the information in ServCat?

The basic premise is that all records in ServCat can be viewed by all FWS staff. There are exceptions, however. Sometimes, ServCat records may need to be restricted to persons within a particular refuge or office, due to their sensitivity or copyright status. Other records might be draft and have not yet been “activated.” In these instances, visibility of records is limited.

Does the public have access to ServCat?

Yes, but the public has limited access to only those records in ServCat with a visibility set to “Public.”

Who can add information to ServCat?

In general, any FWS domain user (including federal employees, contractors, and collaborators who have an FWS domain account) can create a ServCat record and upload the associated file. In addition, any sponsored ‘Partner’, without FWS credentials can contribute content to ServCat.

I've got a report that I'd like to get into ServCat. What do I do?

Click the **Create** menu item and follow the steps that are presented. It's not difficult or complicated. Click on the **Help** link for specific guidance. If you still have questions, contact the ECOS Help Desk (<https://ecos.fws.gov/ecosCommon/user/me/helpTickets/create>) and we'll assist you.

I clicked on a link in ServCat and got the message Access Denied. What happened?

You will get this message if you don't have specific permissions to view, add or edit a record. For example, only specific persons (the reference owner) have permission to edit a record. If you think you've received this message in error, contact the ECOS Help Desk (<https://ecos.fws.gov/ecosCommon/user/me/helpTickets/create>).

What about our cooperators or partners who don't have an FWS domain account or FWS computer. Can they create records?

Yes, if these individuals have created 'Partner' accounts, and if these accounts have been sponsored by an Organizational Point of Contact (OPOC), then they can contribute content and edit records in ServCat.

How do I learn to use ServCat?

The best way to start is to explore the ServCat site and utilize the help modules.

How can I report an error or bug?

If you find an error or a bug, contact the ECOS Help Desk (<https://ecos.fws.gov/ecosCommon/user/me/helpTickets/create>).

Can I suggest improvements?

Yes, your ideas and suggestions are essential to improving this site and we need to hear from you. Use the information on the **Contact Us** page, to submit suggestions, ideas for improvement, and any other type of feedback that you think is important.