ITIL V3 PROCESS MODEL

Long Term Business Objectives

SERVICE STRATEGY

- Definition of Business Service Requirements
- Determination of Market Space, IT Policies and Strategies
- Specification of Service Portfolio
- Demand Management
- Financial Management

Business Requirements (Utility)

- Service Pipeline
- Service Catalogue
- Retired Services

SLA

THE BUSINESS

SERVICE OPERATION

FUNCTIONS

- Service Desk
- Operations Management
  . Operations Control
  . Facilities Management
- Technical Management
- Applications Management Lifecycle

PROCESSES

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

OLA

Service Metrics Recommendations

EXTERNAL SUPPLIERS

Underpinning Contracts (UC)

Development

Process & Technical Metrics

CONTINUAL SERVICE IMPROVEMENT

- Seven-Step Improvement Process
- Deming Cycle & CSI Model

Process Metrics

SERVICE DESIGN

- Service Level Management
  - Service Catalogue Management
  - Supplier Management
- Availability Management
- ITSCM
- Capacity Management
- Information Security Management

Process Metrics

Alerts, Warnings (Integrated Tool)

SERVICE TRANSITION

- Change Management
- Service Asset and Configuration Management
- Knowledge Management
- Release and Deployment Management

Service Transition Package (Release)

Service Design Package (Warranty)

SKMS

- CMIS
- AMIS
- SCD

CMS

- CMDB's
- KEDB

- DML

CHANGE ADVISORY BOARD

- Requests for Change Appraisal
- Approval
- Schedule

Abbreviations :

SKMS – Service Knowledge Management System
CLS – Configuration Management System
CMDB – Configuration Management Database
AMIS – Availability Management Information System
CMIS – Capacity Management Information System
KEDB – Know Error Database
SCD – Supplier Contract Database
ITSCM – IT Service Continuity Management

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