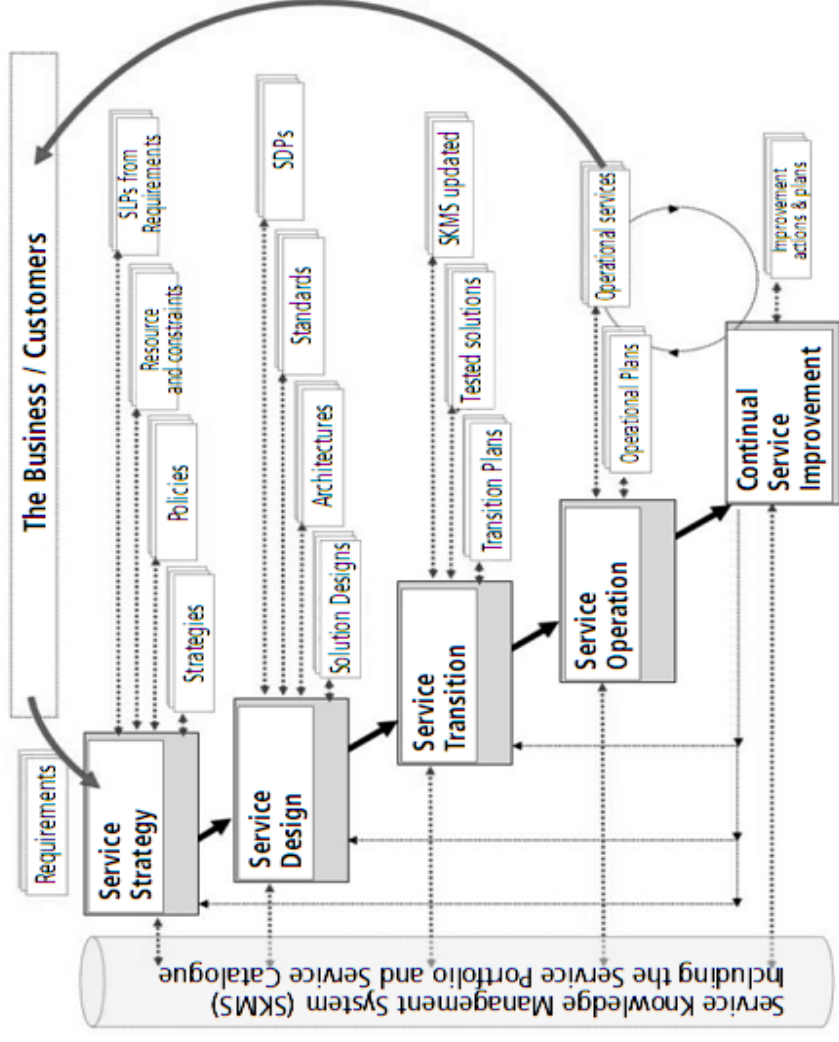
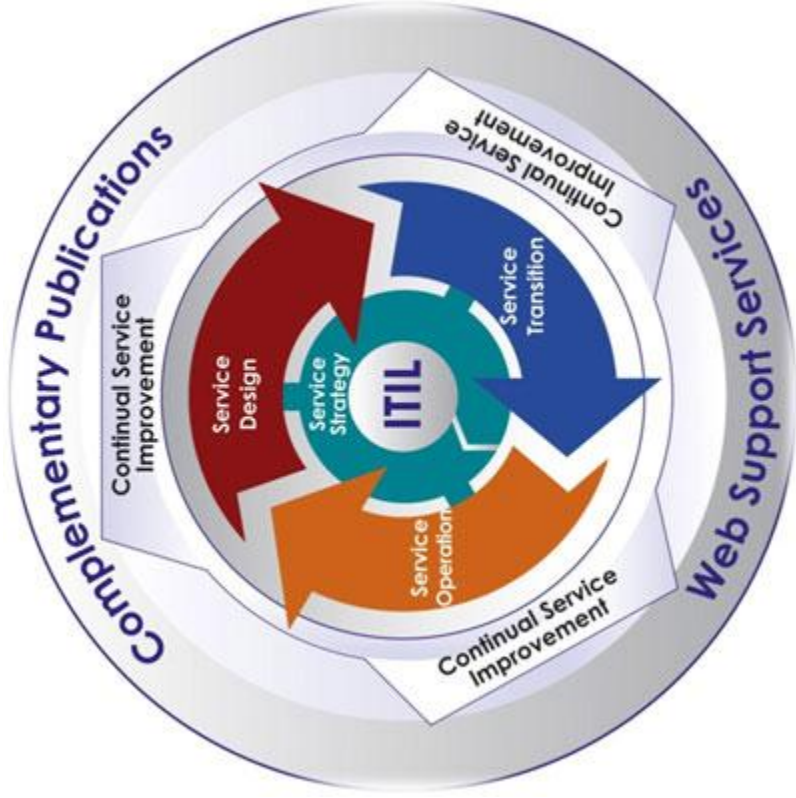


IT Infrastructure Library (ITIL®) V3



ITIL® Version 3 Processes & Functions

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| Service Strategy | Service Portfolio Mgmt. | Manage the entire inventory of IT services, including services that are planned and approved (in the pipeline); services that are designed, deployed, and in operation (in the service catalog); and services that are no longer available (retired). |
| | Financial Mgmt. | Provide cost-effective stewardship of the IT assets and the financial resources used in providing IT services. |
| | Demand Mgmt. | Understand and influence customer demand for services, and provide the capacity to meet that demand. |
| | Strategy Generation | Define the business market for new IT services by understanding the needs and problems of business customers, and then offer services that meet those needs and solve those problems. The end goal is to have the enterprise treat IT service management as a strategic asset. |
| Service Design | Service Level Mgmt. | Maintain and gradually improve business-aligned IT service quality through a constant cycle of agreeing, monitoring, reporting, and reviewing IT service achievements and through investigating actions to eradicate unacceptable levels of service. |
| | Service Catalog Mgmt. | Ensure that a service catalog is produced and maintained, containing accurate information on all operational services and those being prepared to run operationally. |
| | Capacity Mgmt. | Understand the future business requirements (the required service delivery), the organization's operation (the current service delivery), the IT infrastructure (the means of service delivery). Ensure that all current and future capacity and performance aspects of the business requirements are provided cost-effectively. |
| | Availability Mgmt. | Optimize the capability of the IT infrastructure and supporting organization to deliver a cost-effective and sustained level of availability that enables the business to satisfy its objectives. |
| | IT Service Continuity Mgmt. | Support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities can be recovered within required and agreed business time-scales. |
| | Information Security Mgmt. | Protect the confidentiality, integrity, and availability of a company's data, assets, information, and IT services. |
| | Supplier Mgmt. | Manage all external third-party suppliers that provide or support IT services. |

ITIL® Version 3 Processes & Functions

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| Service Transition | Change Mgmt. | Ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes in order to minimize the impact of any related Incidents upon service. |
| | Release and Deployment Mgmt. | Responsible for planning, scheduling, and controlling the movement of new or changed services, in the form of a release package, to both the testing and the live production environments. Responsible for the movement of new or changed hardware, software, documentation, or other configuration items into the live production environment. |
| | Asset and Configuration Mgmt. | Track and record the value and ownership of financial assets associated with IT services. Provide a logical model of the IT infrastructure by identifying, controlling, maintaining, and verifying the versions of all Configuration Items in existence. |
| | Transition Planning and Support | Plan and coordinate appropriate resources to ensure that the requirements of service strategy that are incorporated in service design are effectively realized in service operations. Identify, manage, and control the risks of failure across transition activities. |
| | Service Validation and Testing | Ensure that the outputs of the service design and of the release package will deliver a new or changed service that adds value to the customer and is fit for purpose and fit for use. This process confirms these assurances through thorough validation and testing procedures. |
| | Evaluation | Provide standard means of determining whether the actual performance of a new or changed service compares favorably to predicted performance, and whether it operates acceptably by providing value to the customer. |
| | Knowledge Mgmt. | Develop a repository of information about the capabilities and use of IT services. Ensure that the right information is provided to the appropriate individuals in a timely manner, enabling them to make informed decisions about the future expansion, contraction, or revision of IT services. |
| CSI | 7 Step Continual Service Improvement (CSI) Process | <ol style="list-style-type: none"> 1. Define what you should measure. 2. Define what you can measure. 3. Gather the data (Who? How? When?) 4. Process the data (Frequency? Format?) 5. Analyze the data (Relations? Trends? According to plan? Targets met? Corrective action taken?) 6. Present and use the information to suggested action plans, service improvement, etc. 7. Implement corrective action. |

ITIL® Version 3 Processes & Functions

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| Service Operation | Service Desk Function | Serve as the central point of contact between the User and IT Service Management. Handle Incidents and requests, and support other process activities |
| | Incident Mgmt. | Restore normal service operation as quickly as possible with minimum disruption to the business, ensuring that the best achievable levels of availability and service are maintained. |
| | Access Mgmt. | Grant authorized individuals the right to use a particular IT service while preventing access by unauthorized users. Execute the policies defined by information security management and availability management. Often referred to as <i>rights management</i> or <i>identity management</i> . |
| | Request Fulfillment | Deal with service requests from users, because many of these requests involve small changes, low risks, or simple requests for information. |
| | Event Mgmt. | Detect, manage, and determine the appropriate control actions for events (any detectable or discernable occurrence that has significance for the management of the IT infrastructure or the delivery of an IT service) throughout their lifecycle. |
| | Problem Mgmt. | Minimize the adverse affect on the business of Incidents and Problems caused by errors in the infrastructure. Proactively prevent the occurrence of Incidents, Problems, and errors. |
| | Technical Mgmt. Function | Provide technical expertise and overall management of the IT infrastructure. Plan, implement, and maintain a stable technical infrastructure to support the business processes of the enterprise. This includes training and deploying appropriate personnel to build and operate the technology required to deliver and support IT services. |
| | Application Mgmt. Function | Support and maintain operational applications that support an organization's business processes. Help in identifying the functionality and manageability requirements for software in the application portfolio, and then assist in the deployment, support, and improvement of those applications. |
| | IT Operations Mgmt. Function | Manage the day-to-day, short-term activities required to operate and support IT services. Actions are performed over relatively long periods of time and emphasize executing repeatable, standardized procedures. |