ITIL[®] v3 2011

Price

Utility

Warranty

Value Utility Warranty Warranty - Fit for use Availability Capacity Continuity Security Reliability

Utility - Fit for purpose

Increased gain - Outcomes supported Decreased loss - Constraints removed



Service Design

Design Coordination

Service Catalogue Mgmt

Information Security Mgmt

Availiability Management

Capacity Management

Continuity Management Service Level Mgmt

Supplier Management

Event Management

Incident Management

Request Fullfilment

Access Management

Problem Management

Service Review **Process Evaluation**

> Definition of **CSI** Initiatives

> > Monitoring of CSI Initiatives

Service Transition

Project Management (Transition Planning & Support)

Service Asset & Configuration Mgmt

Release & Deployment Mgmt

Change Management

Change Evaluation

Service Validation & Testing Evaluation

Knowledge Management

IT Operations Control

Application Management

Technical Management

Service Desk

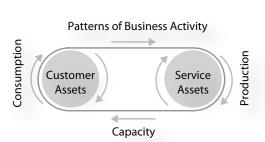
Service Portfolio Service Pipeline

Service Catalogue

Retired Services

Outcome for customer Output from service Service Costs Risks

Value to customer



Service Knowledge Management System

Service Strategy

Strategy Management

Service Portfolio Management

Demand management

Financial management

Service Operation

Business Relationship Mgmt

Siemons Info

