

ITIL® v3 2011- Service Operation

Incident Management

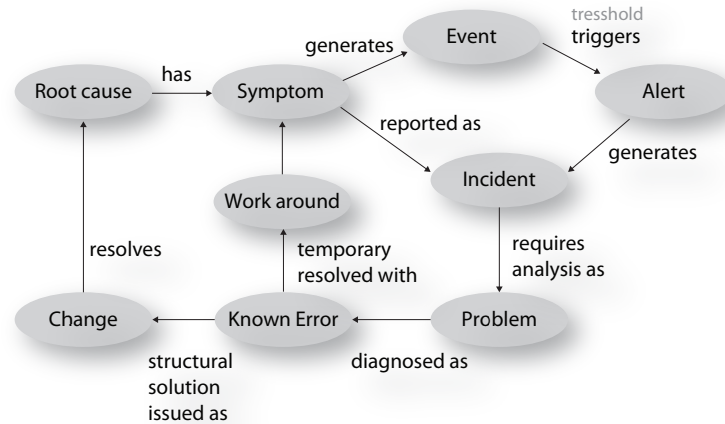
Incident model
Escalation
- Functional
- Hierarchical

| | | | | |
|---------|--------|----------|--------|----------|
| | | Priority | | |
| Urgency | High | Critical | High | Medium |
| | Medium | High | Medium | Low |
| | Low | Medium | Low | Planning |
| | | High | Medium | Low |
| | | Impact | | |

Event Management

Event (Information, Warning, Exception)
Alert (threshold)

Filtering/Correlation



Request Fulfilment

Service Request
Self-help
Request Model

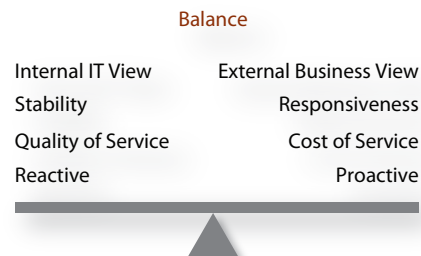
Problem Management

Problem control
Error control
- Known error
- Work around

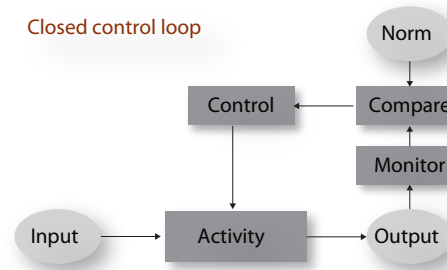
Access Management

Access / rights
Identity
Directory services

Triggers (e.g. job changes)



Closed control loop



Service Desk

Single Point of Contact (SPOC)
Local / Centralized / Virtualized (Follow the sun)
Skill levels / Training / Staff Retention / Super users
Outsourcing

Technical Management

Custodian Technical Knowledge
Resources to support ITSM Lifecycle

IT Operations Control

Operations control
- Console management
- Job scheduling
- Backup and Restore
- Print & output management.

Facilities management
- Physical IT environment
- Data center management

Standard Operating Procedures (SOP)
Operation Logs
Shift schedules / reports
Operation schedule

Application Management

Custodian Technical Knowledge
Resources to support ITSM Lifecycle
Requirements, design, build, deploy, operate & optimize

Activities

Monitoring & control
IT Operations
Mainframe management
Server management
Network management
Storage & archive
Database management

Directory services
Desktop support
Middleware
Internet management
Facilities management
IT Security management
Improvement activities