

Service Lifecycle Mapping Exercise

Knowledge Mgt

Deployment Mgt

Service Asset &

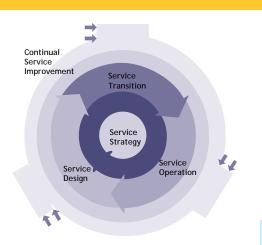
Change Mgt

Configuration Mgt

Testing

Release &

Service Validation &



Service Portfolio Mgt

Demand Mgt

Financial Mgt IT

Supplier Mgt

Information Security Mgt

Service Catalogue Mgt

Service Level Mgt

IT Service Continuity Mgt

Availability Mgt

Capacity Mgt

Service Strategy Service Design

Service Desk Function

IT Operations
Mgt Function

Application Mgt Function

Technical Mgt Function

Event Mgt

Request Fulfilment Mgt

Access Mgt

Problem Mgt

Incident Mgt

Service Transition Service Operation

Continual Service Improvement

SLM

Service Measurement & Reporting

CSI Improvement Process

ITIL V2

ITIL V3

Functions