ITIL® V3 PROCESS MODEL

SERVICE STRATEGY

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

Long Term Business Objectives

Business Requirements (Utility)

- Service Pipeline
- Service Catalogue
- Retired Services

THE BUSINESS

SERVICE LEVEL AGREEMENTS (SLA)

EXTERNAL SUPPLIERS

CONTRACT

Underpinning Contracts (UC)

SERVICE OPERATION

FUNCTIONS

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

OPERATIONAL LEVEL AGREEMENTS (OLA)

Development

PROCESSES

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

Process & Technical Metrics

Service Metrics Recommendations

CONTINUAL SERVICE IMPROVEMENT

ACT   PLAN
CHECK   DO

- 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

Alerts, Warnings (Integrated Tool)

Process Metrics

SKMS

- CMIS
- AMIS
- SCD

CMS

- CMDB's
- KEDB

Service Transition Package (Release)

SERVICE TRANSITION

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

Service Design Package (Warranty)

CHANGE ADVISORY BOARD

- Requests for Change Appraisal
- Approval
- Schedule

DML

Abbreviations:
SKMS – Service Knowledge Management System
CMS – Configuration Management System
CMDB – Configuration Management Database
AMIS – Availability Management Information System

CMIS – Capacity Management Information System
KEDB – Known Error Database
SCD – Supplier Contract Database
ITSCM – IT Service Continuity Management

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ITIL® SERVICE LIFECYCLE PROCESS/RACI REFERENCE MATRIX

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LEGEND
R = Process/Function Responsible
A = Process/Function Accountable
C = Process/Function Consulted
I = Process/Function Informed

USEFUL ITIL ACRONYMS

A
ACD - Automatic Call Distribution
AM - Availability Management
AMIS - Availability Management Information System
ASP - Application Service Provider

B
BCM - Business Capacity Management
BCM - Business Continuity Management
BCP - Business Continuity Plan
BIA - Business Impact Analysis
BPO - Business Process Outsourcing
BRM - Business Relationship Manager
BSI - British Standards Institution
BSM - Business Service Management

C
CAB - Change Advisory Board
CAB/EC - Change Advisory Board Emergency Committee
CAPEX - Capital Expenditure
CCM - Component Capacity Management
CFIA - Component Failure Impact Analysis
CI - Configuration Item
CMDB - Configuration Management Database
CMIS - Capacity Management Information System
CMM - Capability Maturity Model
CMMI - Capability Maturity Model Integration
CMS - Configuration Management System
COTS - Commercial off the Shelf
CSF - Critical Success Factor
CSI - Continual Service Improvement
CSIP - Continual Service Improvement Programme
CSP - Core Service Package
CTI - Computer Telephony Integration

D
DIKW - Data-to-Information-to-Knowledge-to-Wisdom

E
eSCM-CL - eSourcing Capability Model for Client Organisations
eSCM-SP - eSourcing Capability Model for Service Providers

F
FMEA - Failure Modes and Effects Analysis
FTA - Fault Tree Analysis

I
IRR - Internal Rate of Return
ISG - IT Steering Group
ISM - Information Security Management
ISMS - Information Security Management System
ISO - International Organisation for Standardisation
ISP - Internet Service Provider
IT - Information Technology
ITSCM - IT Service Continuity Management
ITSM - IT Service Management
ItSMF - IT Service Management Forum
IVR - Interactive Voice Response

K
KE - Known Error
KEDB - Known Error Database
KPI - Key Performance Indicator

L
LOS - Line of Service

M
MoR˜ - Management of Risk
MTBF - Mean Time Between Failures
MTBSI - Mean Time Between Service Incidents
MTRS - Mean Time to Restore Service
MTTR - Mean Time to Repair

N
NPV - Net Present Value

O
OGC - Office of Government Commerce
OLA - Operational Level Agreement
OPEX - Operational Expenditure
OPSI - Office of Public Sector Information

P
PBA - Pattern of Business Activity
PFS - Prerequisite for Success
PIR - Post Implementation Review
PSA - Projected Service Availability

Q
QA - Quality Assurance
QMS - Quality Management System

R
RCA - Root Cause Analysis
RFC - Request for Change
ROI - Return on Investment
RPO - Recovery Point Objective
RTO - Recovery Time Objective

S
SAC - Service Acceptance Criteria
SACM - Service Asset and Configuration Management
SCD - Supplier and Contract Database
SCM - Service Capacity Management
SFA - Service Failure Analysis
SIP - Service Improvement Plan
SKMS - Service Knowledge Management System
SLA - Service Level Agreement
SLM - Service Level Management
SLP - Service Level Package
SLR - Service Level Requirement
SMO - Service Maintenance Objective
SoC - Separation of Concerns
SOP - Standard Operating Procedures
SOR - Statement of Requirements
SPI - Service Provider Interface
SPM - Service Portfolio Management
SPO - Service Provisioning Optimisation
SPOF - Single Point of Failure

T
TCO - Total Cost of Ownership
TCU - Total Cost of Utilisation
TO - Technical Observation
TOR - Terms of Reference
TQM - Total Quality Management

U
UC - Underpinning Contract
UP - User Profile

V
VBF - Vital Business Function
VOI - Value on Investment

W
WIP - Work in Progress

DOCUMENT / ACTIVITY

DOCUMENT / ACTIVITY	Senior Business Management	SERVICE STRATEGY MANAGER	Demand Management	Financial Management	SERVICE DESIGN MANAGER	Service Level Management	Service Catalogue Management	Supplier Management	Availability Management	IT Service Continuity Management	Capacity Management	Information Security Management	SERVICE TRANSITION MANAGER	Transition Planning and Support	Change Management	Release and Deployment Mgt	Service Validation and Testing	Evaluation	Knowledge Management	SERVICE OPERATION MANAGER	Service Desk	Operations Management	Technical Management	Applications Management	Event Management	Incident Management	Request Fulfilment	Problem Management	Access Management	CSI MANAGER	7 Step Improvement Process	Service Reporting	Service Measurement	ROI for CSI	Business Questions for CSI
Develop and Maintain Business Strategy and Objectives	A	R	C	C	C	R	C	C	C	C	C	C	C	I	I	I	I	I	I	C	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain IT Strategy and Objectives	C	A	C	C	R	C	C	C	C	C	C	C	R	I	I	I	I	I	I	R	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Service Portfolio: Service Pipeline; Retired Services	C	A	C	C	R	R	R	R	C	C	C	C	R	R	R	R	I	I	I	R	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Agree Budget /Forecast future requirements	C	R	C	A	C	C	C	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Cost Model	C	R	C	A	C	C	C	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Service Knowledge Management System	C	C	C	C	A	R	R	R	R	R	R	R	R	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Build and Maintain Service Catalogue	C	C	C	C	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Negotiate and Document Service Level Agreements	R	C	C	C	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	I	I	C	C	C	C	C	C
Negotiate and Document Operational Level Agreements	C	C	C	C	A	R	C	I	C	C	C	C	C	C	C	C	C	C	C	C	R	R	R	I	I	I	I	I	I	C	C	C	C	C	C
Negotiate and Document Underpinning Contracts	C	C	C	C	A	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Undertake Business Impact Analysis	R	C	C	C	A	C	C	C	R	R	R	C	I	I	I	I	I	I	I	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Undertake Risk Analysis	R	C	C	C	A	R	C	C	R	R	R	C	C	R	R	R	R	I	I	C	R	R	R	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Business Continuity Plan	A	R	C	C	R	R	R	R	R	R	R	C	C	C	C	C	C	C	C	R	R	R	R	R	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain IT Service Continuity Plan	C	C	C	C	A	C	C	C	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Availability Plan	C	C	C	C	A	C	C	C	R	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Capacity Plan	C	C	C	C	A	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Information Security Policy	C	C	C	C	A	C	C	C	C	C	C	R	A	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	C	C	C	C	C	C
Build and Maintain Configuration Management System: CMDB; CMIS; ISIS; SCD; KEDB	C	C	C	C	C	C	C	C	C	C	C	A	R	R	R	R	R	R	R	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Create Request for Change Record Template	C	I	I	I	C	C	C	C	C	C	C	C	A	C	R	C	C	C	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Standard Change Models	C	I	I	I	C	C	C	C	C	C	C	C	A	C	R	C	C	C	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Release Policy	C	I	I	I	C	C	C	C	C	C	C	C	A	C	R	R	R	C	C	I	I	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Create Release Record Template	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Roll-out Plan Template	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Training and Communication Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Build Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Back out Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Test Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Implementation Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Maintain and Develop DML Index	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Incident Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Create Event Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Create Request Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Create Problem Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Create Known Error Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Continuous Service Improvement Programme (CSIP)	C	C	C	C	R	R	R	R	C	C	C	C	R	C	C	C	C	C	R	R	R	R	R	R	C	C	C	C	C	A	R	R	R	R	R
Develop and Maintain Customer Satisfaction Surveys	R	C	C	C	R	R	R	R	C	C	C	C	R	C	C	C	C	C	R	R	R	R	R	R	C	C	C	C	C	A	R	R	R	R	R