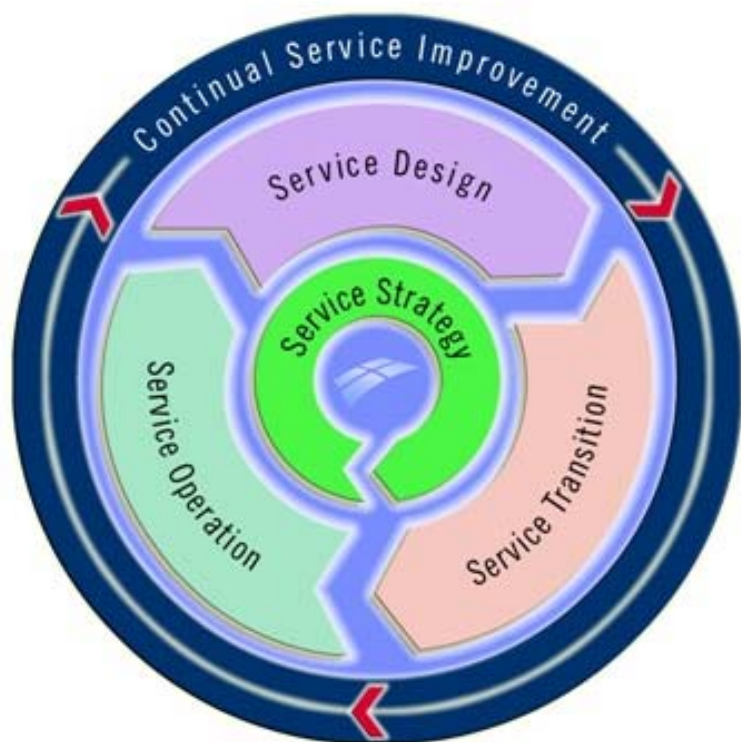


	Purpose	Key Activities	Processes	Key Concepts
Service Strategy	To help IT Service Providers & their Customers operate & thrive in the long term; provide guidance in the design, development & implementation of Service Management	<ul style="list-style-type: none"> Define the market Develop offerings Develop strategic assets Prepare execution 	<ul style="list-style-type: none"> Service Portfolio Management Demand Management Financial Management 	<ul style="list-style-type: none"> Value creation Utility & warranty Service Level Package (SLP) Resources & capabilities Risk management Service Portfolio
Service Design	To design new or changed services for introduction into the live environment (includes architectures, processes, policies & documentation)	Design... <ul style="list-style-type: none"> New or changed service solutions Service Portfolio Technology architecture & management systems Processes, roles & capabilities Measurement systems & metrics 	<ul style="list-style-type: none"> Service Catalogue Management Service Level Management Availability Management Capacity Management IT Service Continuity Management Information Security Management Supplier Management 	<ul style="list-style-type: none"> 4 P's: people, products, processes, partners Service Design Package (SDP) Service Level Agreement (SLA) Operational Level Agreement (OLA)
Service Transition	To deliver services into operational use	<ul style="list-style-type: none"> Develop transition & support plan Coordinate organization & service change Plan, build, test & validate service release Transfer, deploy, retire services Provide early life support 	<ul style="list-style-type: none"> Change Management Service Asset & Configuration Management Release & Deployment Management Knowledge Management Transition Planning & Support Service Validation & Testing Evaluation 	<ul style="list-style-type: none"> Configuration Item (CI) Configuration Management Database (CMDB) Configuration Management System (CMS) Service Knowledge Management System (SKMS) Definitive Media Library (DML)
Service Operation	To deliver & support IT Services at agreed levels	<ul style="list-style-type: none"> Monitor & control services Manage Customer requests & communication Manage events, incidents, problems Generate metrics on service performance Provide service performance reports 	<ul style="list-style-type: none"> Incident Management Request Fulfillment Problem Management Event Management Access Management 	<ul style="list-style-type: none"> Workaround Known Error Functions: <ul style="list-style-type: none"> Service Desk IT Operations Management Technical & Application Management
Continual Service Improvement	To create & maintain value for Customers by identifying & implementing improvements	<ul style="list-style-type: none"> Analyze service reports Provide performance results Define service benchmarks Create Service Improvement Program 	<ul style="list-style-type: none"> 7-Step Improvement Process Service Measurement Service Reporting 	<ul style="list-style-type: none"> CSI Model Deming Cycle



ITIL Web Resources

http://www.best-management-practice.com/gempdf/itSMF_An_Introductory_Overview_of_ITIL_V3.pdf

<http://www.best-management-practice.com/>

<http://www.itsmf.ca>

<http://www.itil-officialsite.com/>

http://www.ogc.gov.uk/guidance_itil_4438.asp

<http://www.apmg-exams.com/ITFAccess.asp>
(ITIL practice exam)

<http://www.bwyze.mindmuze.com/>
<http://www.itiltrainingzone.com/>
(eLearning available for purchase)

GLOSSARY	
Capabilities	Skills that allow organizations to transform resources into goods & services E.g. knowledge , processes
Configuration Item (CI)	IT component E.g. services, hardware, software, documentation, people, buildings
Configuration Mgmt Database (CMDB)	Database in which CI information is stored; includes relationships
Configuration Mgmt System (CMS)	Interface to the CMDB & other management tools
Definitive Media Library (DML)	Designated location(s) in which approved versions of software are stored
Event	Alert or notification created by an IT Service
Function	A specialized organizational unit that carries out one or more processes or activities E.g. Service Desk
Incident	An unplanned interruption or a reduction in the quality of an IT Service
Known Error	A Problem that has a documented root cause & a Workaround
Known Error Database	Database containing all the Known Error records
Operational Level Agreement (OLA)	An agreement between an IT Service Provider & another part of the same business
Problem	Root causes of one or more Incidents
Process	A structured set of activities designed to accomplish a specific objective; transforms inputs into outputs
Resources	Raw materials such as money, infrastructure, applications, information, people
Service	A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs & risks
Service Design Package (SDP)	A document that defines all aspects of an IT service & its requirements
Service Improvement Plan (SIP)	A formal plan to implement improvements to a process or IT Service
Service Knowledge Management System (SKMS)	A set of tools & databases to manage knowledge & information
Service Level Agreement (SLA)	An agreement between an IT Service Provider & a Customer
Service Level Package (SLP)	A defined level of Utility & Warranty
Service Portfolio	The complete set of services that are managed by a Service Provider
Service Request	A request from a user for information, advise or for a Standard Change (pre-approved, follows procedure)
Utility	Fit for purpose; what the customer gets
Warranty	Fit for use; how the service is delivered
Workaround	Reducing or eliminating the impact of an Incident or Problem for which a full resolution is not yet available