EXAMPLE

3rd Example IT Process landscape

Customers	IT Process Map (based on ISO 20000 / 27001 & CMMI)	Boards, Roles & Controls	Suppliers

Management Processes (based on ISO 20000)

Strategy, Architecture & Security
- Strategy
- Architecture
- Security Management

People & Process Management
- People Management & Training
- Process Management
- Knowledge Management

Finance & Reporting
- Financial Management
- Financial Controlling
- Management Reporting
- Project Portfolio Mgmt Office PMO

Service Development Processes (based on CMMI)

Project Management
- Integrated Project Management
- Project Portfolio Management

Application Development
- Requirements Engineering
- Development
- Product Integration
- Testing (Verification)

Platform Development
- Platform Requirement Engineering
- Platform Engineering
- Testing (Verification)

Relationship Processes
- IT Account Management (Business Relationship Management)

Relationship Processes
- IT Purchasing Management

Project-Business

Development-Resources

Service Processes (based on ISO 20000)

Resolution Processes
- Incident Management (IT Service Desk)
- Problem Management

Service Delivery Processes
- Service Level Management
- Capacity Management
- Availability Management
- Service Continuity Management
- Service Reporting

Control & Release Processes
- Configuration Management
- IT Change Management
- Release Management

Service-Delivery

Service-Resources

Operation Processes (governed by ITSM)

Operation
- Backup & Restore
- Monitoring & Automation
- Output & Scheduling

Internal and external Customers

Internal and external Suppliers Outsourcer

<< Back <<