ITIL®v3: The Map

Top Mgt.	Service Strategy
Middle Mgt.	Service Design
Users	Service Operation / Service Transition

SLA

Service Desk

Service Strategy

Service Design

Service Operation

Service Transition

Continual Service Improvement

ITIL®v3: The Map

| Top Mgt. | Strategy Generation | | Financial | | |
| | Demand | Service Portfolio | | | |

| Middle Mgt. | SLA | Service Level | Service Catalog | | | | |
| | | | Capacity | Availa-bility | ITS Continuity | Inform. Security | Supplier |

Users	Service Desk	Request Fulfilment	Transition Planning and Support	
		Incident	Change	
		Event	Problem	Evalu-ation	Release and Deployment	Validation and Testing
		Access		
		Knowledge Management		
		Service Assets and Configuration		

| Service Measurement | Service Reporting | Service Improvement |

ITIL®v3: The Map

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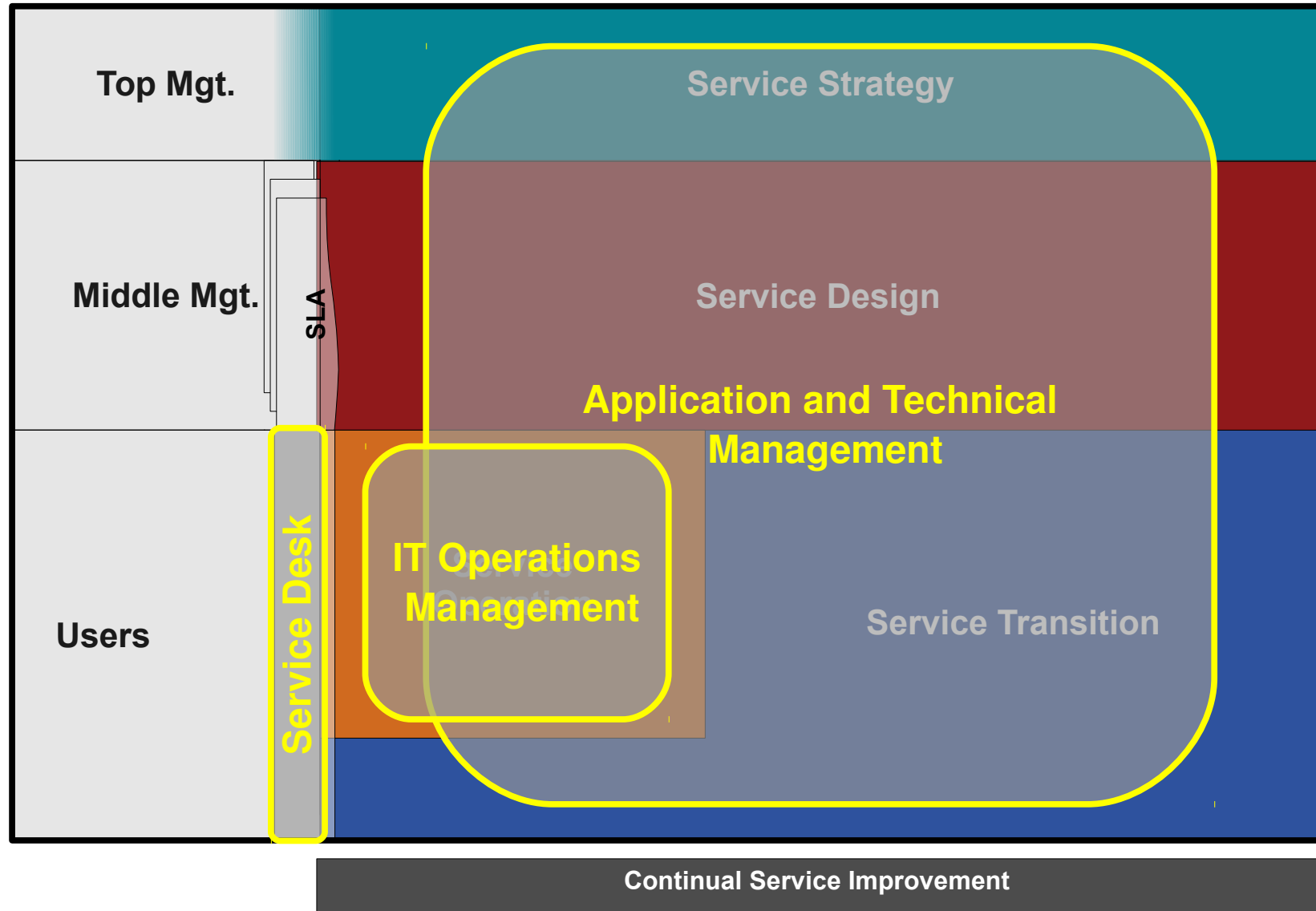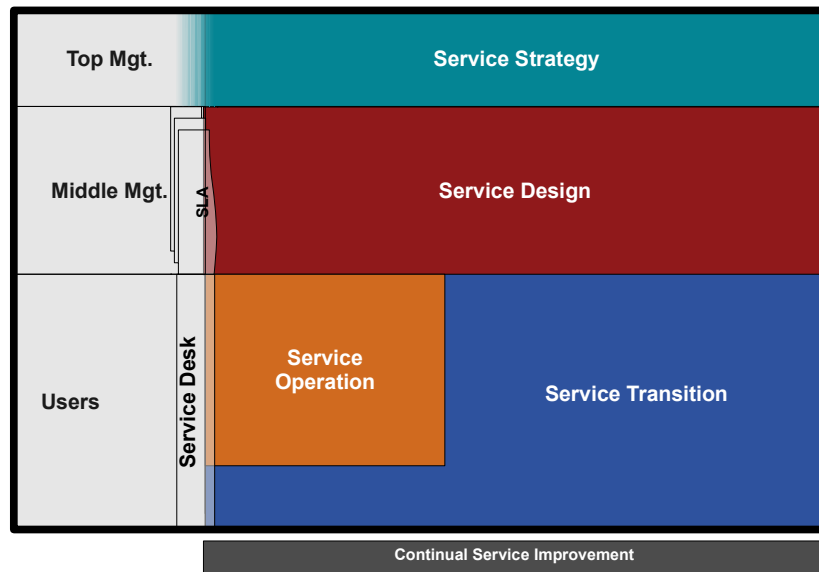
			Service Strategy
Top Mgt.	SLA		
Middle Mgt.			Service Design
Users	Service Desk	Service Operation	Service Transition
		Continual Service Improvement	

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The official ITILv3 library:
- A set of publications officially endorsed by the UK Office of Government Commerce as the ITIL best practice.
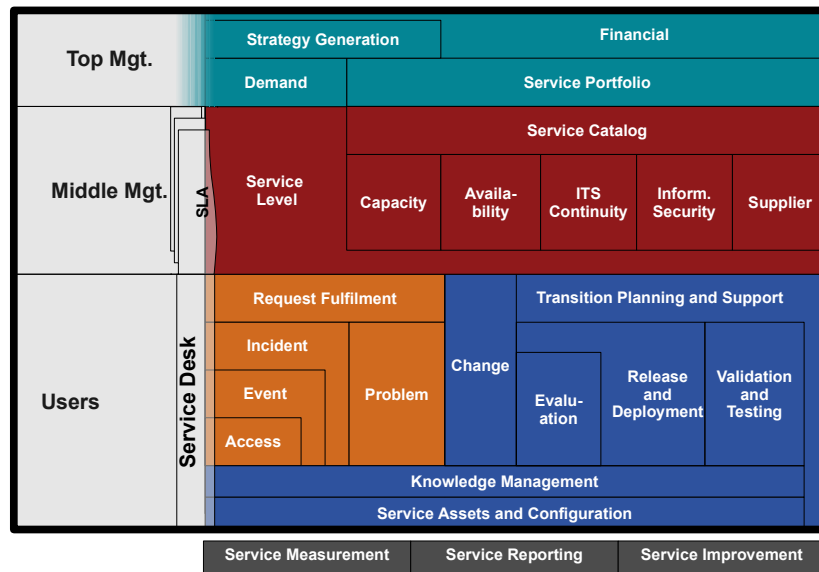
The ITIL core consists of 5 books:
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement.

FreeCode's ITILv3 The Map shows the business/organisation on the left-side and the IT Organisation on the right (color coded similar to official ITIL books).

At Top Management level, the business/organisation should communicate their strategy to IT.

An IT Service Strategy defines what is delivered to customers. The Service Desk provide support as defined in the Service Level Agreement.

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Top Mgt.		Strategy Generation		Financial				
		Demand		Service Portfolio				
Middle Mgt.	SLA	Service Level	Service Catalog					
			Capacity	Availa-bility	ITS Continuity	Inform. Security	Supplier	
Users	Service Desk	Request Fulfilment		Transition Planning and Support				
		Incident	Problem	Change	Evalu-ation	Release and Deployment	Validation and Testing	
		Event						
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| Service Measurement | Service Reporting | Service Improvement |

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ITIL v3 has 26 processes:
A simplified structure is shown above. Some processes are triggered during several stages of the service life cycle.

Service Strategy, in turquoise, helps define the goals of the business, strategic growth and constantly ensures cost effective IT investments.

Service Design, in red, helps define, align and re-align the IT with changing business requirements. Service Design handles design of new and changed services.

Service Transition, in blue, brings new or changed services to live operations (Service Operation) with minimal disruption to the business. Removal of services is also a change.

Service Operation, in orange, deals with the every day use of the services by the business. This is where the value of a structured IT organisation is visible to customers. When a user contacts the IT Service Desk, it is usually a Service Request (they want something) or an Incident (something is broken).

Continual Service Improvement, in grey, measures, reports and improves all processes and services as appropriate.

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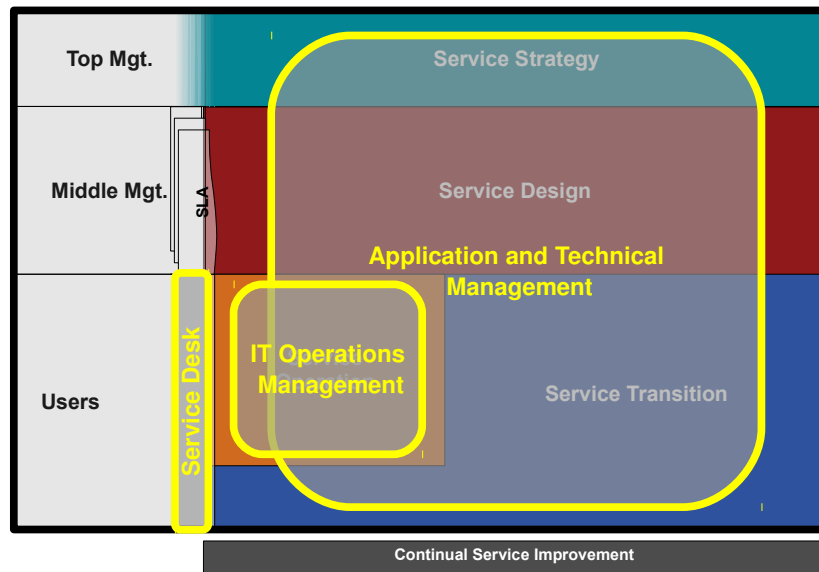
The Service Desk function:
- Single Point Of Contact
- Restores normal service as soon as possible
- Works with Service Requests and Incidents
- Provides service and support

The IT Operations Management function:
- Works with daily operational activities of the IT infrastructure
- Works with day to day tasks
- Maintains stability over the IT infrastructure.
- Ensures effective and efficient running of IT services

The Application Management function:
- Works with applications throughout their lifecycle
- Gathers application requirements
- Assists in design, development and deployment of applications
- Provides application support and looks for improvements

The Technical Management function:
- Provide technical expertise
- Ensures well designed, highly resilient, cost effective technology
- Swiftly resolve technical failures
- Researches new technical solutions