



POWERPOINT TEMPLATE

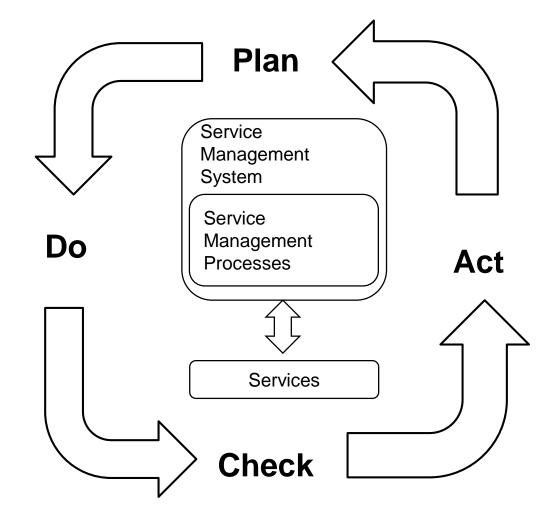
ISO 20000-1: 2011

Service Management System - Requirements

List of figures:

Figure	Description
1	PDCA methodology applied to service management
2	Service management system
3	Example of supply chain relationships

1



Customers (and other interested parties)

Service Requirements

Service Management System (SMS)

Management responsibility Governance of processes

operated by other parties

Establish the SMS Document management

Resource management

Design and transition of new or changed services

Service delivery processes

Capacity management

Service level management

Service continuity & Service reporting

availability management

Control processes

Configuration management

Change management

Information security management

Budgeting & accounting services

Release and deployment

management

Resolution processes

Incident & service request management
Problem management

Relationship processes

Business relationship

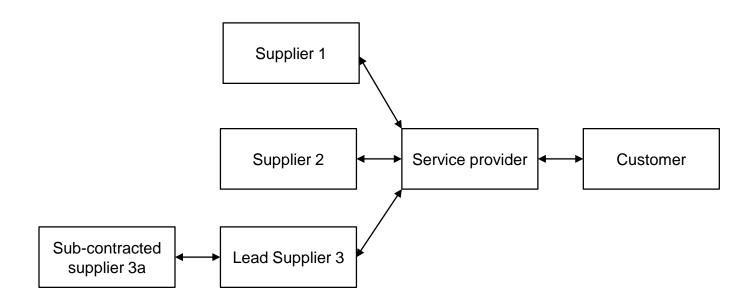
management

Supplier management

Customers (and other interested parties)



Services



Thank You!谢谢!



Thomas Peng



Message:

Thanks for viewing or downloading this PowerPoint template.

Please sign in to your Linkedin or Slidesahre account and download the diagram in this template.

If you like this free template, please add me in your Linkedin group or endorse my skills and expertise in my Linkedin profile by clicking the "View Profile" button.

Best Regards,

Thomas Peng

