Processes

ITILv3 Foundations

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Process

- Set of coordinated activities combining resources and capability to produce an outcome that creates value for the customer

- ITIL covers 26 distinct processes

- *Only 22 processes are covered in the Foundations exam…*
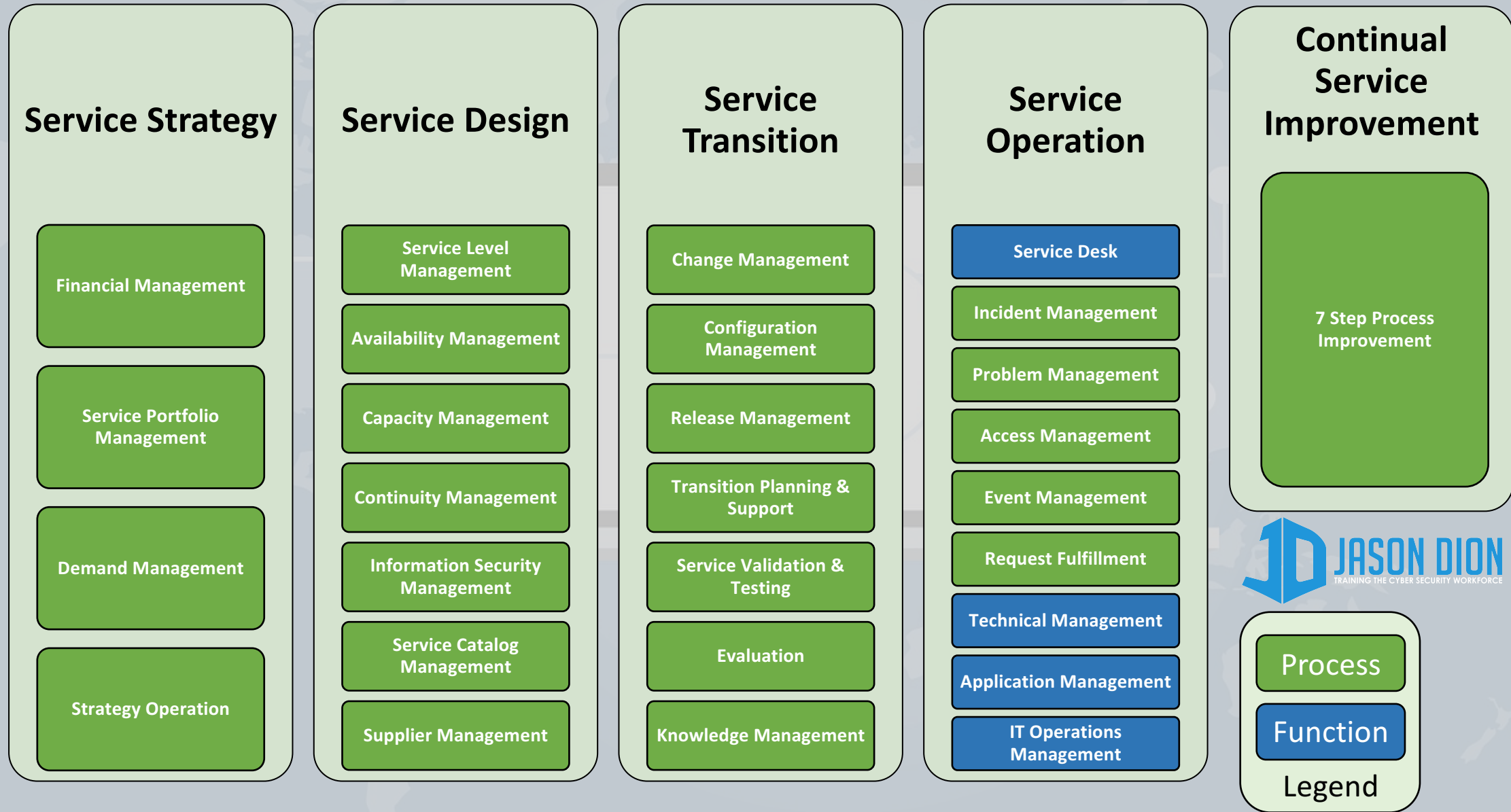
Process Characteristics

1. Responds to a specific event (called a <u>trigger</u>)

2. <u>Measurable</u> with metrics like performance, cost, productivity, quality, and duration.

3. Produces <u>specific result</u>

4. Delivers a result to a <u>defined customer</u> to meet expectations

ITILv3: Overview of Processes & Phases

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Financial Management	Service Level Management	Change Management	Service Desk	7 Step Process Improvement
Service Portfolio Management	Availability Management	Configuration Management	Incident Management	
Demand Management	Capacity Management	Release Management	Problem Management	
Strategy Operation	Continuity Management	Transition Planning & Support	Access Management	
	Information Security Management	Service Validation & Testing	Event Management	
	Service Catalog Management	Evaluation	Request Fulfillment	
	Supplier Management	Knowledge Management	Technical Management	
			Application Management	
			IT Operations Management	

Legend

Process

Function

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Three-Layered Model of a Process

- Process Control
  - Process Policies, ownership, documentation, review programs, etc.

- The Process Itself
  - Process steps, procedures, work instructions, roles, triggers, metrics, inputs, and outputs

- Process Enablers
  - Resources and capabilities required to support the process

Three-Layered Model of a Process

JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Process Control

Triggers

Process Policy

Process Feedback

Process Owner

Process Objectives

Process Documentation

Process

Process Inputs

Activities

Metrics

Roles

Procedures

Work Instructions

Improvements

Process Outputs

Process Enablers

Resources

Capabilities