

ITILv3: Overview of Processes & Phases

Service Strategy

Strategy Management

Service Portfolio Management

Business Relationship Management

Financial Management

Demand Management

Service Design

Design Coordination

Service Catalog Management

Service Level Management

Availability Management

Capacity Management

IT Service Continuity Management

Information Security Management

Supplier Management

Service Transition

Transition Planning & Support

Knowledge Management

Service Asset & Configuration Management

Change Management

Release & Deployment Management

Service Validation & Testing

Change Evaluation

Service Operation

Event Management

Incident Management

Problem Management

Request Fulfillment

Access Management

Service Desk

Technical Management

Application Management

IT Operations Management

Continual Service Improvement

7 Step Process Improvement

Process

Function

Legend