ITIL Quick Reference Guide

Utility (fit for **Purpose**) and **Warranty** (fit for **Use**) = **Value Created**

SERVICE STRATEGY	Service	Service Management	Business Case	Process
Defines the **Perspective, Position, Plans & Patterns** to meet business outcomes **The WHY**	Delivering **Value** to customers by facilitating outcomes without ownership of specific **Cost or Risk**	A set of **Specialised Organisational Capabilities** for providing value to customers in the form of services	A **Decision** support and **Planning Tool** that projects the likely consequences of a business action	Structured set of activities taking defined **Input** turning into defined **Output**, **Measurable** and delivering **Value**
Strategy Management	**Financial Management for IT**	**Demand Management**	**Service Portfolio Management**	**Business Relationship Mgt**
Defining, maintaining an organisation's **P,P,P & P** with regards to its services and management of those services	Responsible for managing the IT's **Budgeting**, **Accounting** and **Charging** requirements	Understanding, anticipating and influencing customer demand for service and analysing **Patterns of Business Activity**	Managing the portfolio, the right mix of services to meet business outcomes at an appropriate **Level of Investment**	Maintaining a **Positive Interface** with **Customers** identifying needs and the provider is able to meet these needs

SERVICE DESIGN	Design Coordination	Service Level Management	Availability Management	Capacity Management
Design of the services, governing practices, processes and policies. **The HOW**	Coordinating all service design activities, processes and resources ensuring **Consistent** and **Effective Design**	**Negotiates** & **Agrees** achievable **SLAs** and ensuring that these are met and holding regular service **Reviews** with the **Customer**	Ensuring that IT services meet **Current** and **Future** availability needs of the business in a **Cost Effective** and timely manner	Ensuring that IT services meet **Current** and **Future** capacity and performance needs in a **Cost Effective** and timely manner
IT Service Continuity Mgt	**Information Security Mgt**	**Supplier Management**	**Service Catalogue Mgt**	**Service Design Package**
Managing risks that could seriously affect IT services by **Reducing Risk** to acceptable agreed level & **Planning** for the **Recovery**	Ensuring the **Confidentiality**, **Integrity** and **Availability** of an organisation's assets, information and data match agreed needs	Obtaining **Value** for **Money** from suppliers, ensuring that all **Contracts** with suppliers support the agreed needs of the business	**Providing** and **Maintaining** the service **Catalogue** and for ensuring that it is available to those authorised to access it	Document **Defining All Aspects** of an IT service and its requirements **Through** each stage of its **Lifecycle**

SERVICE TRANSITION	Transition Planning & Support	Change Management	Service Asset & Config Mgt	Knowledge Management
Ensures new, modified or retired services meet the expectations of the business **Test, Train & Implement**	Responsible for **Planning** all service transition processes and **Coordinating** the **Resources** that they require	**Controlling** the lifecycle of all IT changes, enabling **Beneficial** changes with **Minimum Disruption** and risk to IT services	Providing **Accurate** & **Reliable Information** about assets, their **Relationships** and how configured when and where it is needed	Sharing ideas, experience and **Information**, ensuring that it is **Available** in the right place at the right time to make **Decisions**
Release & Deployment Mgt	**Service Validation & Testing**	**Change Evaluation**	**Service Knowledge Mgt System**	**Definitive Media Library**
Planning, scheduling, controlling the **Build**, **Test** & **Deployment** of releases. Delivering new functionality while protecting integrity	**Validation** &**Testing** of a new or changed IT service ensuring it matches the design **specification** and meets business needs	**Formal Assessment** of a new or changed IT service to ensure **Risks** are **Managed** and help determine to authorise the change	A set of tools and databases that is used to manage **Knowledge, Information** and **Data** to help make informed **Decisions**	One or more locations in which the definitive authorised versions of all software, licences and documentation are **Securely Stored**

SERVICE OPERATION	Event Management	Incident Management	Problem Management	Request Fulfilment
Coordinates & carries out the activities & processes to deliver and manage service **Where VALUE is CREATED**	**Detecting** events, making sense of them and determining the **Appropriate Control** actions of those which are **Significant**	Ensuring that normal service operation is **Restored** as **Quickly** as possible and the business **Impact** is **Minimised**	Proactively **Prevents Incidents** from happening and **Minimises** the **Impact** of incidents that cannot be prevented	Managing the lifecycle of all **Service Requests** within agreed targets
Access Management	**Service Desk**	**IT Operational Management**	**Technical Management**	**Application Management**
Granting authorised users the right to use a service, while **Preventing Access** to non-authorised users	**Single Point Of Contact** between service provider and the **User** managing incidents, request and handles **Communication**	Performs the **Daily Activities** needed to manage IT services and the **supporting IT infrastructure**	Custodian of **Technical Knowledge** to design, test, manage and improve the IT Infrastructure **Throughout** their **Lifecycle**	Managing **Applications Throughout** their **Lifecycle** including requirements, design, build, deploy, operate and optimise

CSI	Seven Step Improvement	Service / Process Owner	Governance	
Services are aligned with changing business needs by identifying improvements **IMPROVEMENTS**	Defining & managing the steps needed to **Identify,Define,Gather,Process,Analyse, Present** & **Implement** improvements	The service owner is **Accountable** for the service and the process owner is **Accountable** for the process	Policies and strategy are implemented, correctly followed, **Fair, Transparent** and taking action to **Resolve** any **Issues**	

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