

Project Acronym: PEPPOL  
Grant Agreement number: 224974  
Project Title: Pan European Public Procurement Online  
Website: [www.peppol.eu](http://www.peppol.eu)



## **Life Cycle Management Transport Infrastructure**

### **Transport Infrastructure LCM Framework**

Version: 1.0.0  
Status: In Use

Editor: Klaus Vilstrup Pedersen, DIFI



## Statement of originality

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

## Statement of copyright



This deliverable is released under the terms of the **Creative Commons Licence** accessed through the following link: <http://creativecommons.org/licenses/by/3.0/>.

In short, it is free to

**Share** — to copy, distribute and transmit the work

**Remix** — to adapt the work

Under the following conditions

**Attribution** — You must attribute the work in the manner specified by the author or licensor (but not in any way that suggests that they endorse you or your use of the work).

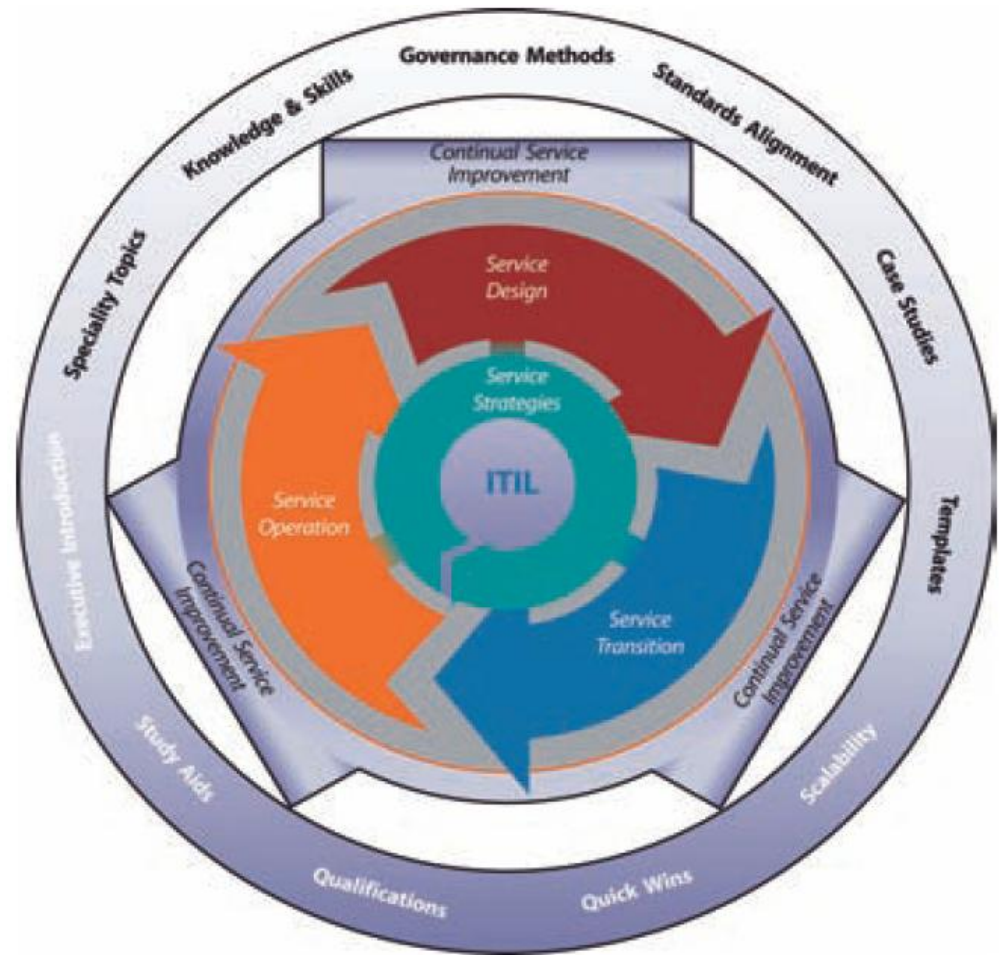
# Revision History

Version	Date	Editor	Org	Description
1.0.0	30.06.2012	Klaus Vilstrup Pedersen	DIFI	First release

# ITIL V3

▶▶ The ITIL v3 model is used as a background model for the management of the services in the ICT Architectures.

▶▶ On the next pages the main areas from ITIL is listed, including PEPPOL extra areas (marked with \* - Creates an easier model for the PEPPOL context)



# Service Strategies

---

- ▶▶ Financial Management (Governing Board – Strategy/Administrative Unit)
- ▶▶ Service Portfolio Management (Governing Board - Strategy/Business Unit)
- ▶▶ Demand Management (Governing Board – Strategy/Business Unit)

- ▶▶ Product management\* (See Operational Governance)
  - ▶▶ Management of Content in PEPPOL EIA (ICT Dimension)
- ▶▶ Service Catalog Management (Coordinating Authority – Product Management)
  - ▶▶ (In Product Management)
- ▶▶ Service Management\*
  - ▶▶ Development of Central Services
  - ▶▶ Development of Regional Services
  - ▶▶ Development of Local Services
  - ▶▶ Maintenance of Central Service Specifications, Implementations and Operational Designs
  - ▶▶ Maintenance of Regional Service Specifications, Sample Implementations, Implementations and Operational Designs
  - ▶▶ Maintenance of Local Service Specifications, Sample Implementations, Implementations and Operational Designs

# Service Design

---

- ▶▶ Agreement Management\* (See Operational Governance)
  - ▶▶ Community Agreement Maintenance (Coordinating Authority)
  - ▶▶ Community Agreement Management (Regional/Local Authority)
- ▶▶ Service Level Management (See
  - ▶▶ (In Agreement Management)
- ▶▶ Capacity Management
  - ▶▶ (In Agreement Management)
- ▶▶ Availability Management
  - ▶▶ (In Agreement Management)
- ▶▶ IT Service Continuity management
  - ▶▶ (In Agreement Management)
- ▶▶ Information Security Management
  - ▶▶ (In Agreement Management)
- ▶▶ Stakeholder (“Supplier” in ITIL) Management (See Operational Governance)
  - ▶▶ Management of Community Participants
  - ▶▶ Management of PEPPOL ICT Solution Enablers

# Service Transition

- ▶▶ Agreement Management\* (See Operational Governance)
  - ▶▶ Community Agreement Maintenance (Coordinating Authority)
  - ▶▶ Community Agreement Management (Regional/Local Authority)
- ▶▶ Service Level Management (See
  - ▶▶ (In Agreement Management)
- ▶▶ Capacity Management
  - ▶▶ (In Agreement Management)
- ▶▶ Availability Management
  - ▶▶ (In Agreement Management)
- ▶▶ IT Service Continuity management
  - ▶▶ (In Agreement Management)
- ▶▶ Information Security Management
  - ▶▶ (In Agreement Management)
- ▶▶ Stakeholder (“Supplier” in ITIL) Management (See Operational Governance)
  - ▶▶ Management of Community Participants
  - ▶▶ Management of PEPPOL ICT Solution Enablers



# Service Operation

- ▶▶ Operation\*
  - ▶▶ Operation, monitoring and control of Central Services
  - ▶▶ Operation, monitoring and control of Regional Services
  - ▶▶ Operation, monitoring and control of Local Services
- ▶▶ Event Management
  - ▶▶ (In Operation)
- ▶▶ Incident Management
  - ▶▶ Management of incidents during implementation and Conformance & Test of an Central-, Regional- or Local Service
  - ▶▶ Management of Incidents in connection with use of operational Central-, Regional- or Local Services
- ▶▶ Request Fulfilment
  - ▶▶ (In Product Management)

# Service Operation

---

- ▶▶ Problem Management
  - ▶▶ (In Product Management)
- ▶▶ Access Management (See ICT Dimension – ICT Architecture)
  - ▶▶ Management of Access to Services
  - ▶▶ Management of Access to Community
- ▶▶ Content Management\* (See ICT Dimension – ICT Architecture)
  - ▶▶ Management of Central-, Regional- or Local Service Content

# eProcurement without borders in Europe

[www.peppol.eu](http://www.peppol.eu)

