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Life Cycle Management Post Award

Post Award LCM Framework

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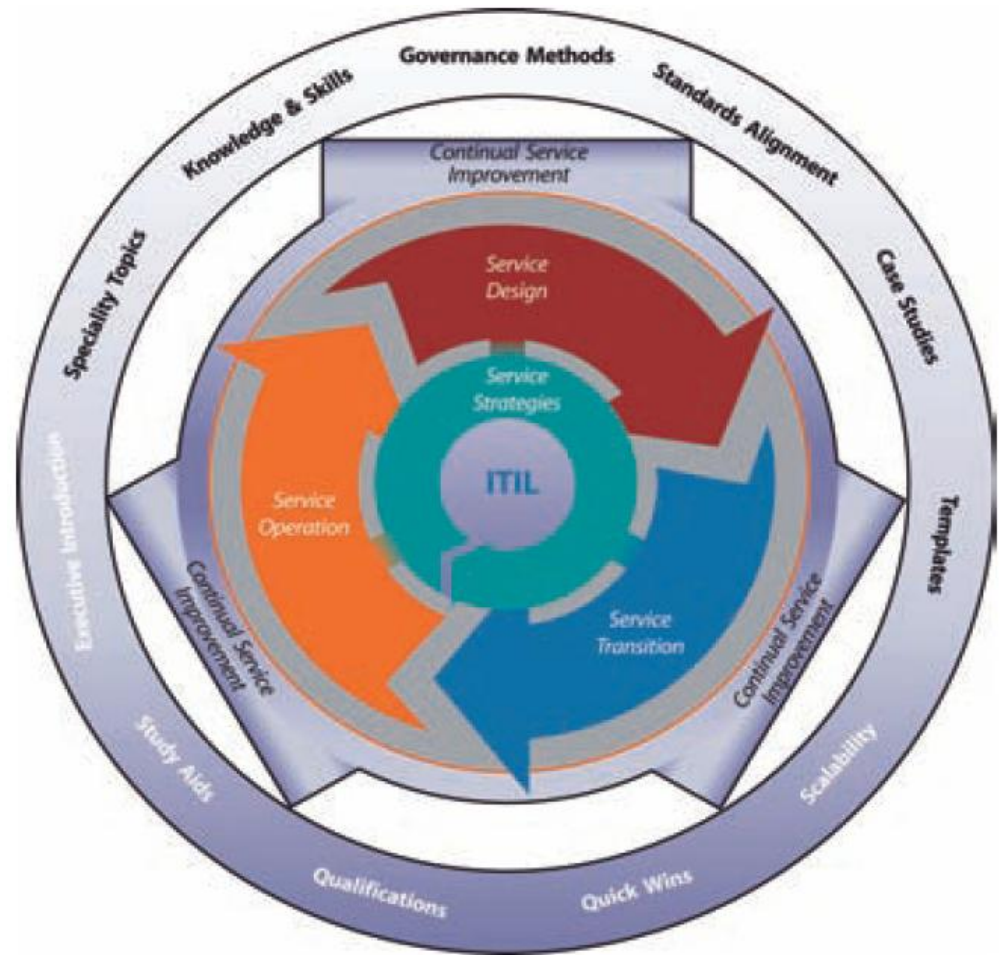
Revision History

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

- ▶▶ 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

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