



Service Portfolio Management

ITILv3 Foundations

<http://www.jasondion.com>

Service Portfolio Management

- Process concerned with managing the services that comprise the service portfolio
- Organized by which services are identified, described, evaluated, selected, and charted, as well as their place in the portfolio

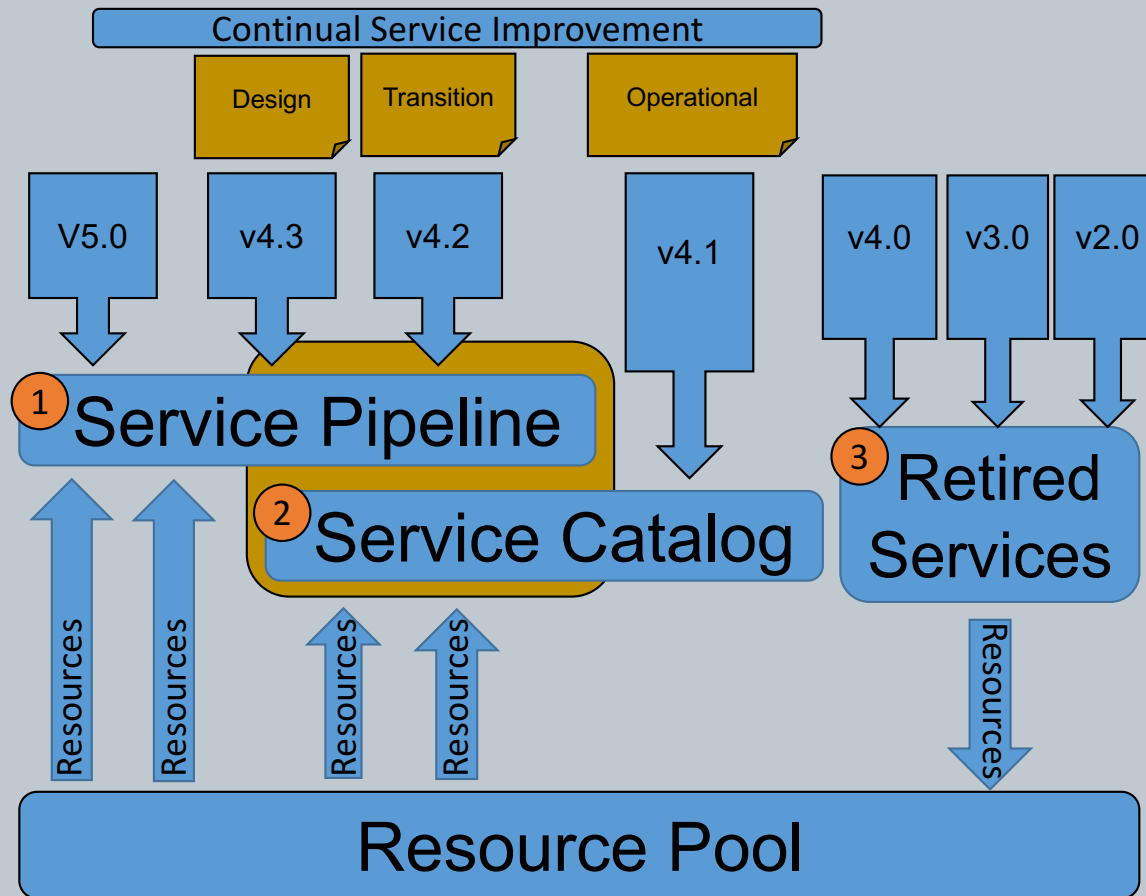


Service Portfolio

- Complete set of services under management by a Service Provider
- Three Major Pieces
 - Service Pipeline
 - Service Catalog
 - Retired Services



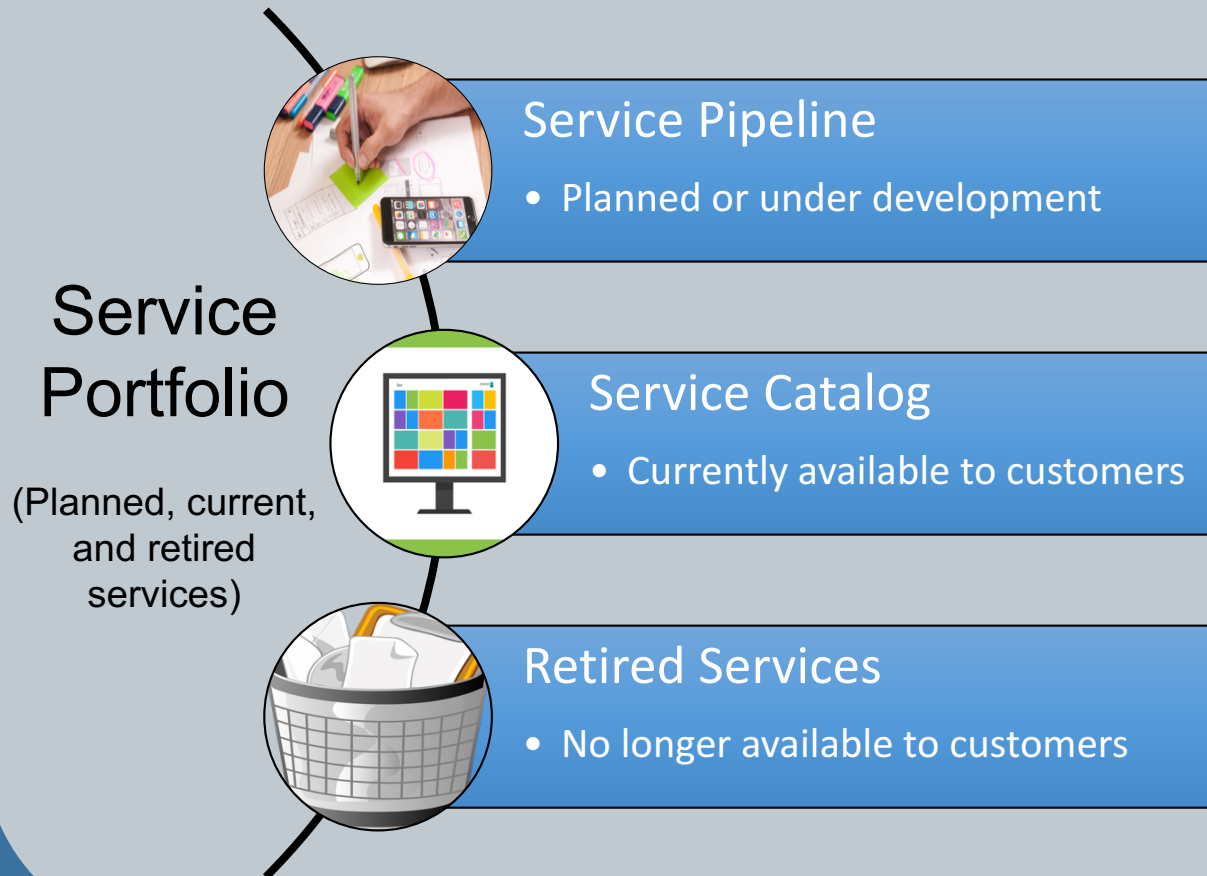
Service Portfolio



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Service Portfolio (Simplified)



Who allocates resources, anyway?

- Service Portfolio's purpose is to help Service Provider understand how its resources are used to maximize value
- Resources are allocated to resources throughout their lifecycle from the IT director's resource pool
- Services will usually use more resource in Operations than in earlier stages

