ITILv3: Overview of Processes & Phases

Service Strategy

Financial Management

Service Portfolio Management

Demand Management

Strategy Operation

Service Design

Service Level Management

Availability Management

Capacity Management

Continuity Management

Information Security
Management

Service Catalog Management

Supplier Management

Service Transition

Change Management

Configuration Management

Release Management

Transition Planning & Support

Service Validation & Testing

Evaluation

Knowledge Management

Service Operation

Service Desk

Incident Management

Problem Management

Access Management

Event Management

Request Fulfillment

Technical Management

Application Management

IT Operations Management

Continual Service Improvement

7 Step Process Improvement



Process

Function

Legend

http://www.jasondion.com