JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Functions

ITILv3 Foundations

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Functions

- Self-contained unit of an organization specialized to perform specific tasks and are responsible for an outcome

- Functions actually perform the activities of processes

- Functions consist of a group of people and the tools they use

Processes vs Functions

- Processes help organizations achieve certain objectives, even across multiple functional groups

- Functions add stability and structure to the organization
  - Map to the organizational chart, have budgets tied to them, and defined reporting structures

- Processes and functions have roles
  (Which we will discuss in the next lecture…)