



Roles

ITILv3 Foundations

<http://www.JasonDion.com>

Roles

- A collection of specific responsibilities, duties, or positions within a process or function
- Roles can be held by an individual or team
- A single person or team can have more than one role



Four Standard Roles

- ITILv3 focuses on 4 standard roles
 - Service Owner
 - Process Owner
 - Service Manager
 - Process Manager
 - Process Practitioner



Service Owner

- Accountable for the overall design, performance, integration, improvement, and management of a single service
 - Initiation, transition, and maintaining of the service
 - Ensures service delivery is met
 - Identifies service improvements
 - Liaisons with Process Owners
 - Reporting and monitoring
 - Accountability for delivering the service



Process Owner

- Accountable for the overall design, performance, integration, improvement, and management of a single process
 - Initiation, transition, and maintaining of the process
 - Defines process strategy and policy
 - Assists in process design
 - Ensure process is documented
 - Auditing the process for efficiency
 - Communicating the process to others
 - Provision resources and training
 - Input into service improvement



Service Managers

- Accountable for the development, performance, and improvement of all services

Process Managers

- Accountable for the development, performance, and improvement of all processes



Product Manager

- Accountable for the development, performance, and improvement of a group of related services



ITILv3: Interconnection of Roles

