ITIL® 2011 Edition – Die großen und kleinen Zusammenhänge

SERVICE STRATEGY
- Strategy Management for IT Services
- Business Relationship Management
- Service Portfolio Management
- Financial Management
- Demand Management

SERVICE DESIGN
- Design Coordination
- Service Level Management
- Availability Management
- Capacity Management
- Service Catalogue Management
- Information Security Management
- IT Service Continuity Management
- Supplier Management

CONTINUAL SERVICE IMPROVEMENT
- 7 Step Improvement Process

SERVICE TRANSITION
- Transition Planning & Support
- Change Evaluation
- Change Management
- Release & Deployment Management
- Service Validation & Testing
- Service Asset & Configuration Management
- Knowledge Management

SERVICE OPERATION
- IT Operations Management
- Service Desk
- Event Management
- Incident Management
- Problem Management
- Technical Management
- Application Management

KUNDEN
- Knowledge

LEIHERANTEN
- Wisdom
- Step 1 Identify the key drivers for improvement
- Step 2 Order them in importance
- Step 3 Create the improvement plan
- Step 4 Implement the improvement
- Step 5 Maintain the improvement
- Step 6 Assess the information and data
- Step 7 Process the data

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