



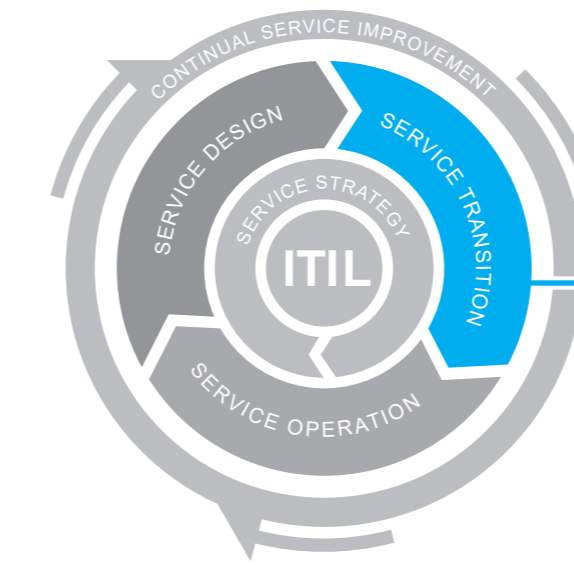
## SERVICE STRATEGY

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



## SERVICE DESIGN

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



## SERVICE TRANSITION

- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management
- Service Validation and Testing
- Change Evaluation
- Knowledge Management
- Transition Planning and Support



## SERVICE OPERATION

- Event Management
- Incident Management
- Problem Management
- Request Fulfilment
- Access Management



## CONTINUAL SERVICE IMPROVEMENT

- 7-Step Improvement

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