



The ITIL® Process Map

Factsheet

Get a top consultant's experience as a tool to be used in the framework of ITIL and ISO 20000 projects. You receive independent, insightful, and applicable know how about ITIL and time-tested advice on how to go about an implementation project.

Our ITIL reference model – the ITIL® Process Map – is designed to accompany you in all the necessary steps from the planning of an ITIL or ISO 20000 project through to a transformed IT Organisation, working along Best-Practice principles:

- getting acquainted with ITIL
- setting up an implementation project
- designing ITIL processes and their interrelationships
- implementing systems and processes
- continuously improving processes

The ITIL® Process Map presents the ITIL contents in a graphical, clearly structured, and navigable way. Thus, it offers you a complete set of templates for ITIL implementation projects, as well as easily accessible ITIL know-how. Our complementary method of "ITIL Implementation Using Process Templates" supports you with precise recommendations for the setup of a focused implementation project.

Versions of the ITIL® Process Map

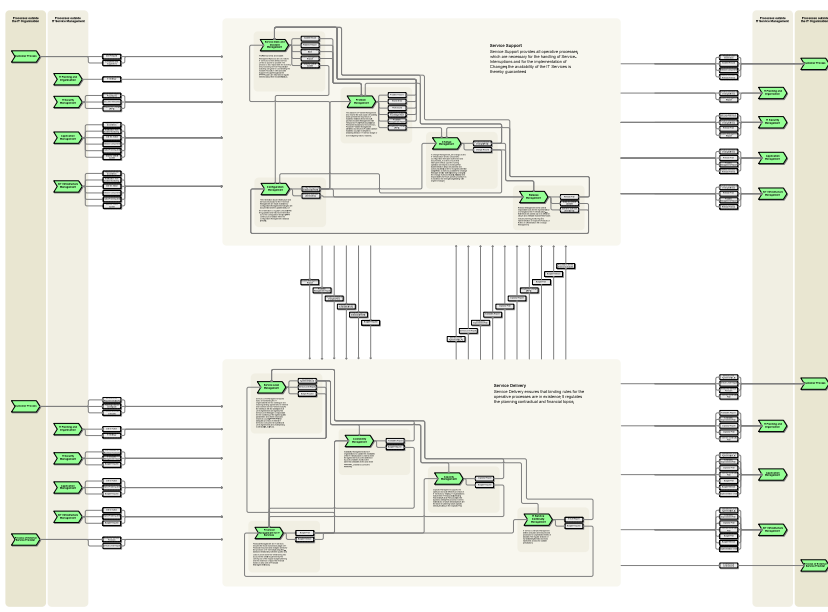
The ITIL Process Map is available in English and German for Microsoft Visio™, Corel iGrafx® Flowcharter/™, Corel iGrafx® Process™, the ARIS™ Process Platform, and as a read-only HTML version.

As of September, 1st 2007 the ITIL® Process Map will also be available in English for QMAP.

Contents

Our Process Models are organised in a consistent and hierarchical way, containing

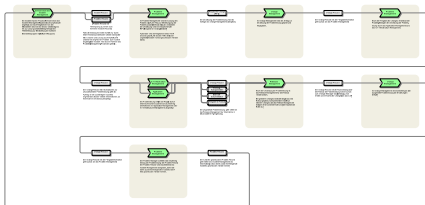
- a control panel for navigating the process map, with a clearly structured high-level view depicting the large interrelationships within the IT Service Management domain
- activity chains across multiple processes, visualising for the ITIL core topics how the different processes cooperate
- interface diagrams for every ITIL process, giving a complete view of the processes' interdependencies
- a uniform view onto the processes of the IT Organisation as a whole, considering ITIL, ISO 20000 and COBIT
- the entire process structure for Service Support and Service Delivery according to ITIL in detail (five levels with approximately 100 reference processes)
- checklists to help with the definition of guidelines and process outputs
- a repository of ITIL roles, complete with descriptions
- extensive suggestions for suitable Key Performance Indicators (KPIs)
- a detailed and comprehensive ITIL glossary



High Level View of IT Service Management

Target Groups

- Our products and services are designed for IT Organisations that
- are planning a complete or partial introduction of IT Service Management according to ITIL, implementing it on their own or using the assistance of consultants
 - need to re-evaluate their ITIL processes
 - prepare themselves for a certification according to ISO 20000
- Our products are also directed at consulting companies, offering their clients an efficient and successful ITIL implementation.



Overview depicting large interdependencies for an ITIL core topic

ITIL Implementation Using Process Templates: The Idea

Implementation projects with the aim of introducing an IT Service Management according to ITIL are characterised by a typical course of action. This is independent of the size of the company and its core business.

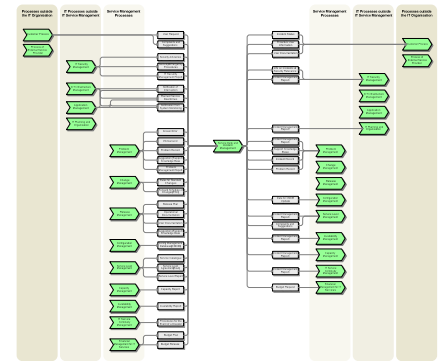
- Our method of "ITIL Implementation Using Process Templates" starts here and offers a package consisting of
- a project manual: A time-tested blueprint for ITIL implementation projects
 - the ITIL® Process Map: A tool providing you with ready-to-use templates for the individual project steps

Benefits of Implementing ITIL Using Process Templates

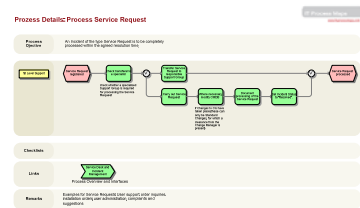
- Our project manual explains the way how ITIL principles are successfully introduced into the IT Organisation using the ITIL® Process Map. Taken together they help you with
- successfully managing the implementation project
 - steering efforts and expenditures
 - obtaining a high-value process model that's the basis for a long-term retention of Service Management principles and a certification according to ISO 20000

Self-Marketing for the IT Organisation

A professionally designed process model is an important tool for the IT Management to position the IT Organisation as an efficient and effective supplier of IT Services.



Interface diagram, giving a complete view of all information that is exchanged with other processes



Detailed process description („Event-Driven Process Chain“/ EPC)

About IT Process Maps

From our long-standing experience as IT managers and management consultants we dispose of a solid know how in the introduction of IT Service Management, as well as Process and Project Management in general.

Our focus is on the provision of tools based on time-tested Best-Practice recommendations. We also offer services around the ITIL® Process Map, like assistance in the use of our process

models and individualised versions for the specific needs of your company. Should you require consulting expertise related to ITIL, we will be pleased to recommend an experienced consulting partner.

More Information

At www.en.it-processmaps.com you can learn more about us and the ways the ITIL® Process Map can be applied.

IT Process Maps

www.it-processmaps.com

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