

**Models
and
Resources**

**IT
Service
Management**

Legend

Documentation

ITIL Demo

Addenda

Activity Chains
Spanning Multiple
Processes

Uniform Processes
for the Entire
IT Organisation

Processes
According to
ISO 20000

Template for an IT
Service Structure

Checklists

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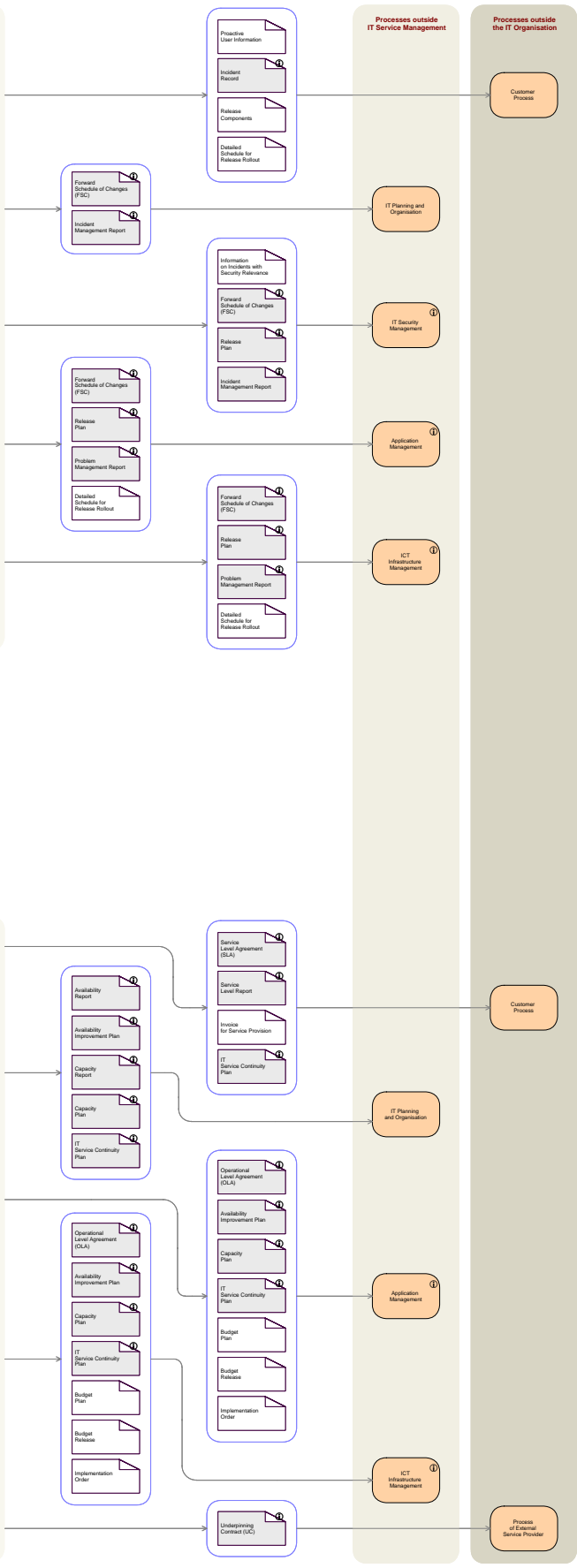
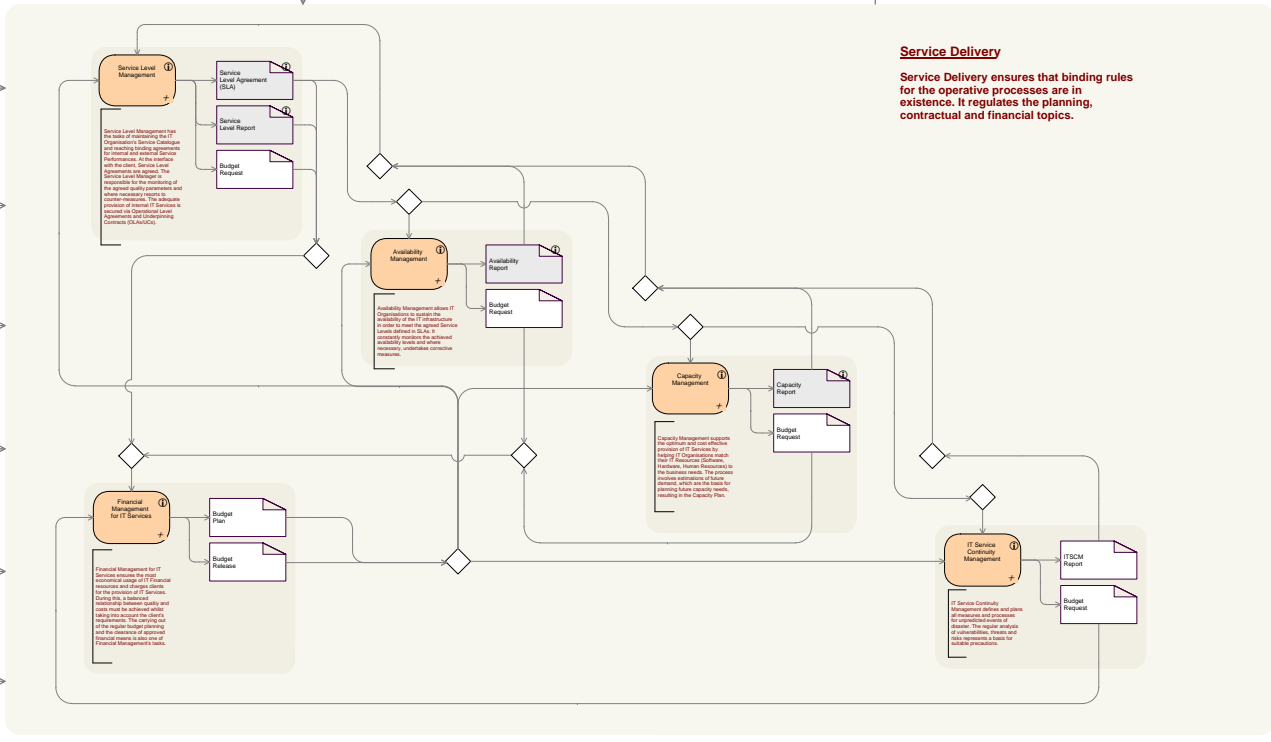
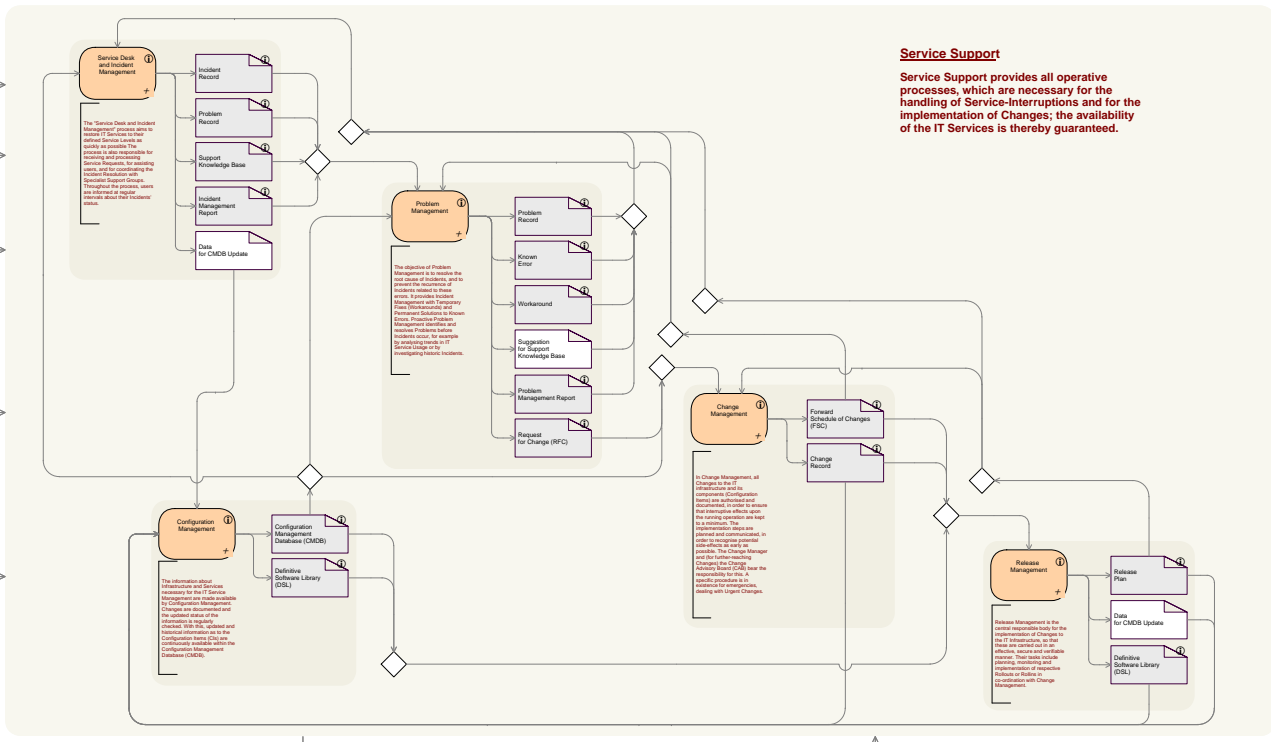
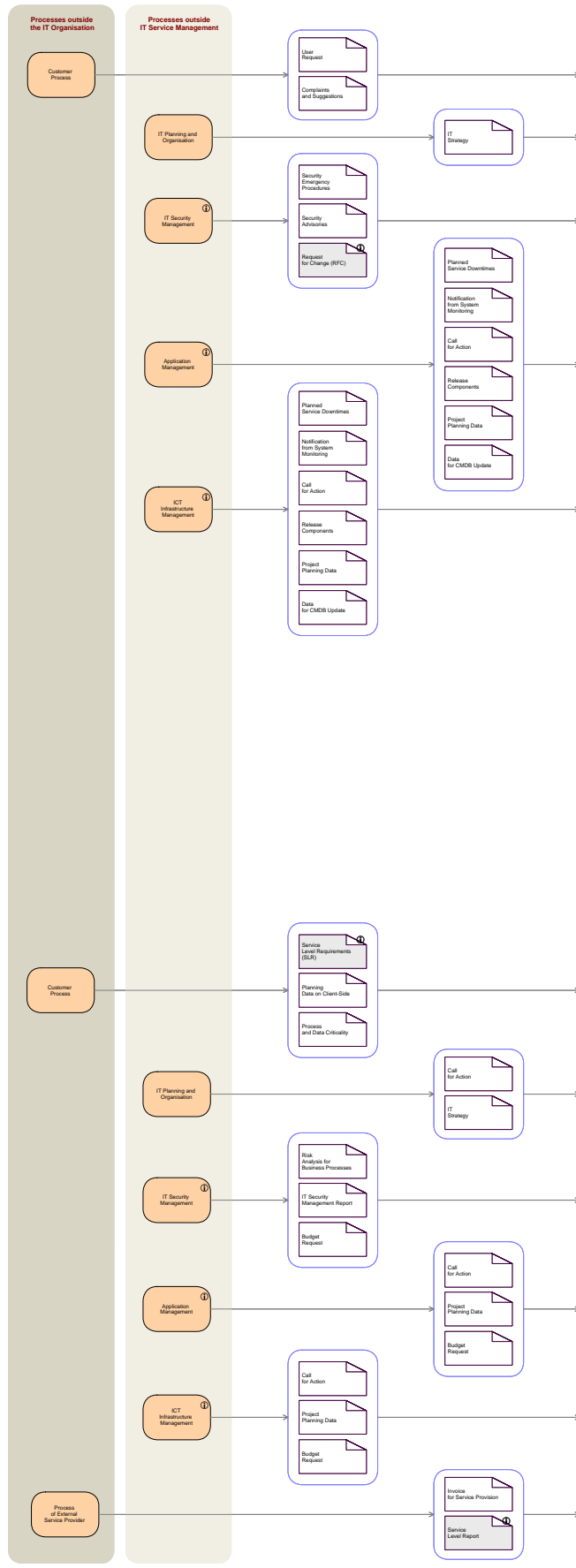
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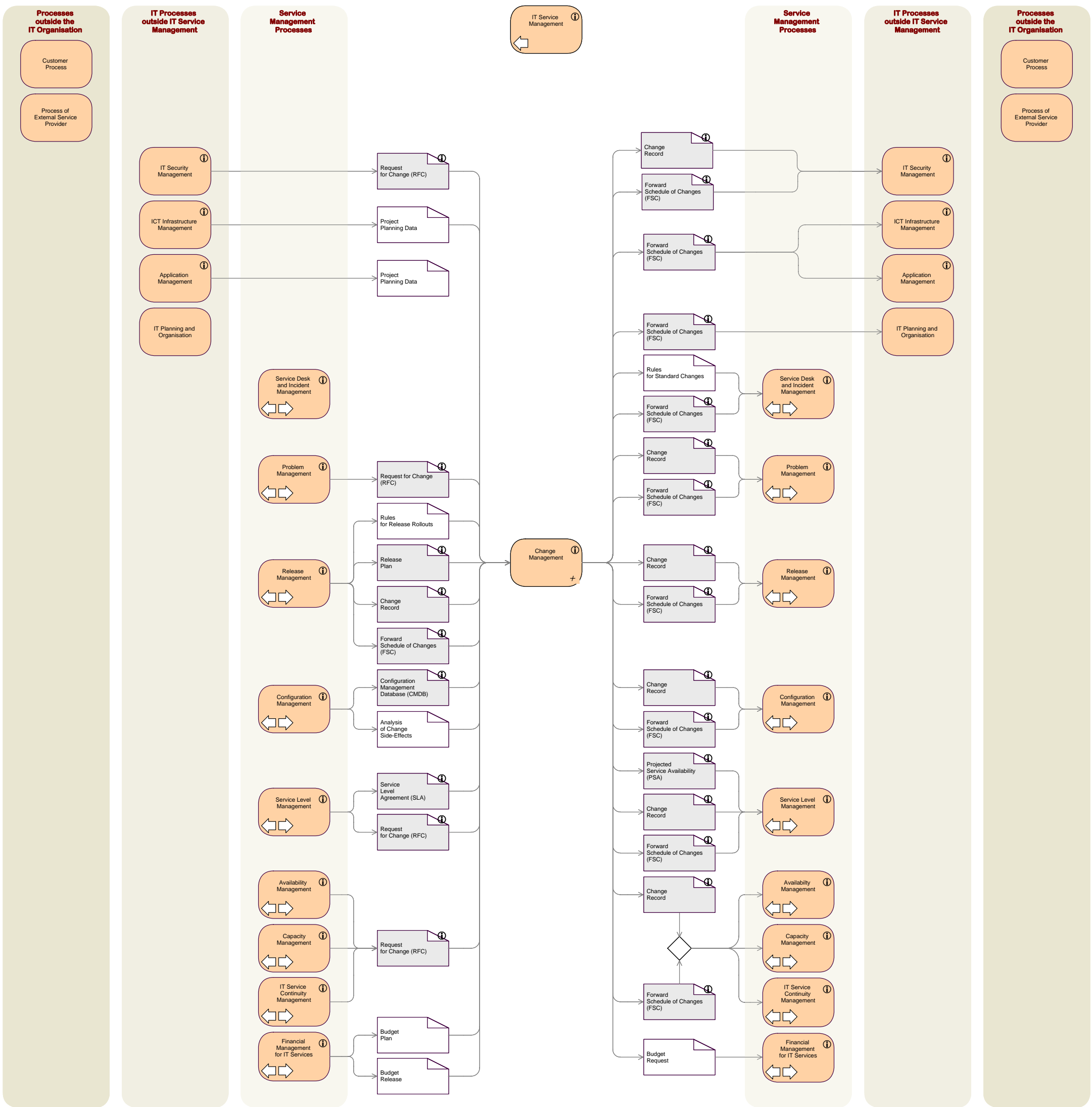
Notice for the use of ITIL Terms within the Process Models

Request for Change (RFC) Established ITIL Terms and Acronyms from the ITIL Glossary are depicted with a solid line

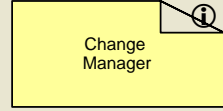
Security Advisories Other objects, which are exchanged between the processes, are depicted with a dotted line



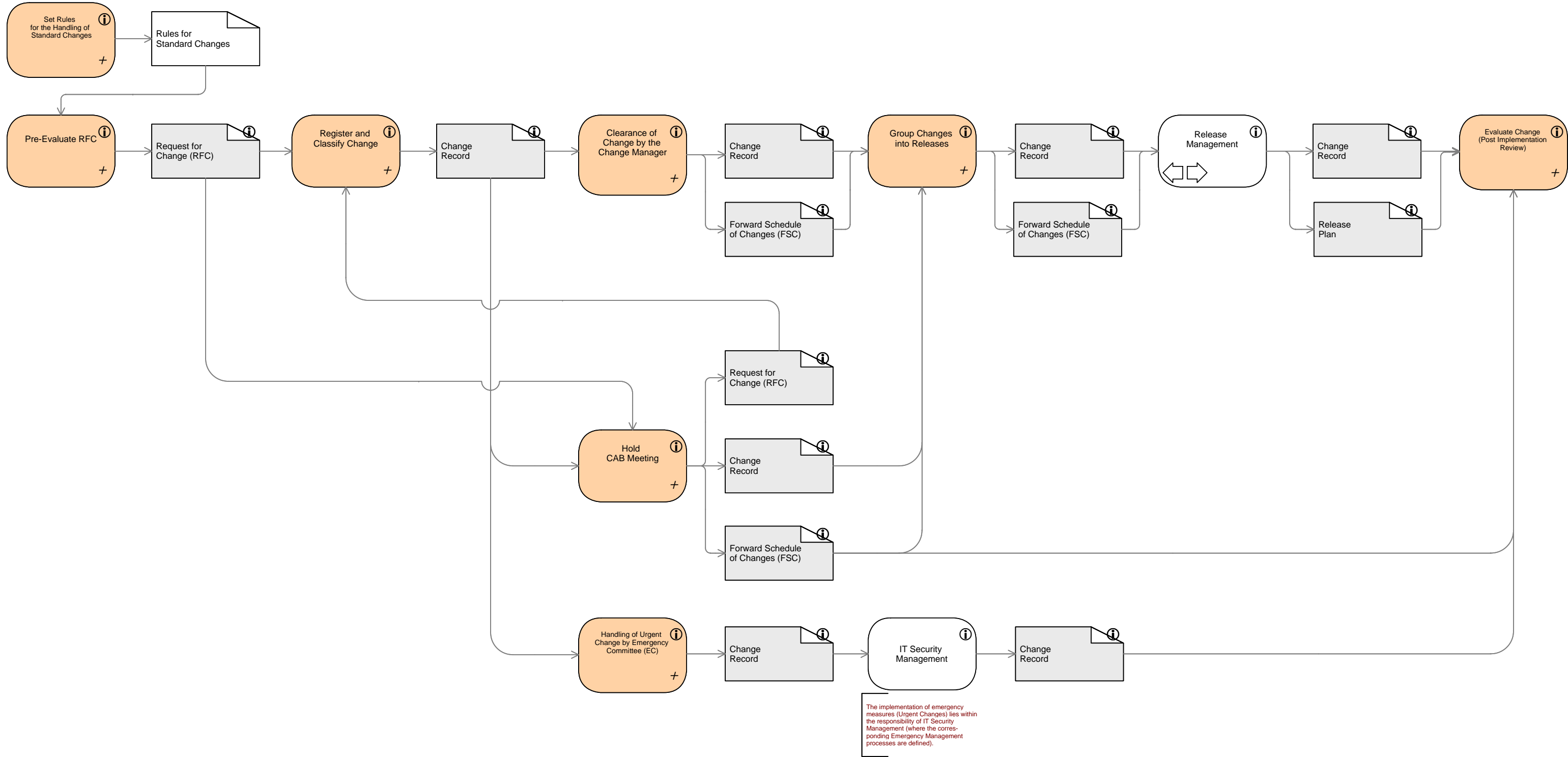
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Process Owner:

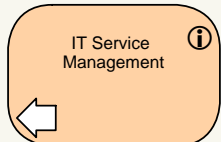


In Change Management, all Changes to the IT infrastructure and its components (Configuration Items) are authorised and documented, in order to ensure that interruptive effects upon the running operation are kept to a minimum. The implementation steps are planned and communicated, in order to recognise potential side-effects as early as possible. The Change Manager and (for further-reaching Changes) the Change Advisory Board (CAB) bear the responsibility for this. A specific procedure is in existence for emergencies, dealing with Urgent Changes.

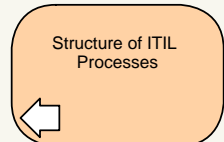


The implementation of emergency measures (Urgent Changes) lies within the responsibility of IT Security Management (where the corresponding Emergency Management processes are defined).

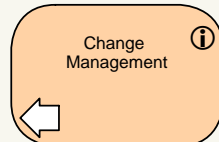
Links



High-Level View



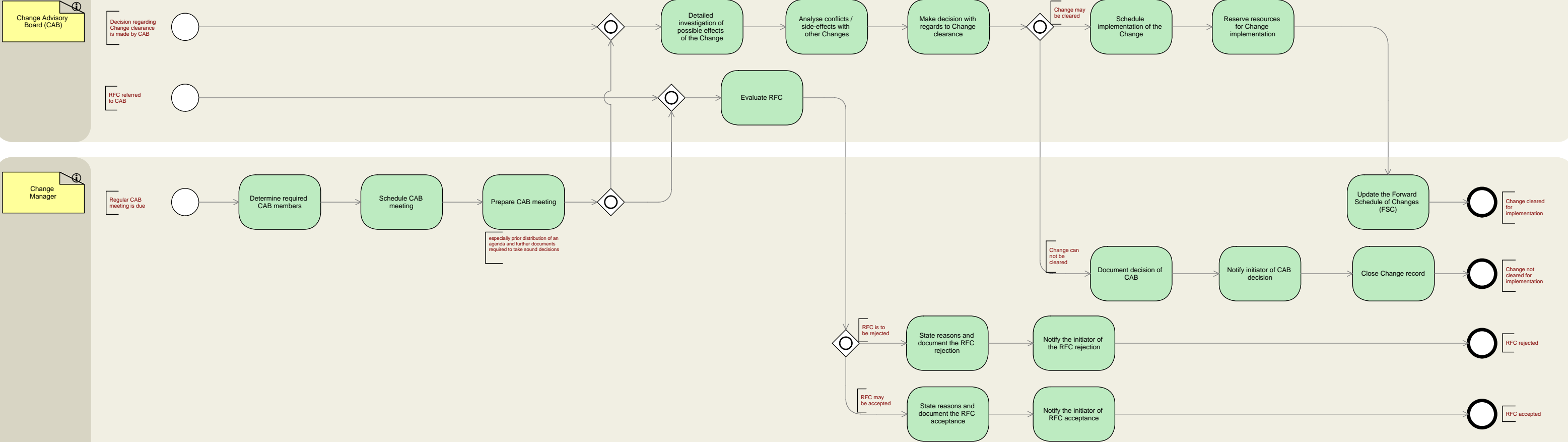
ITIL Processes



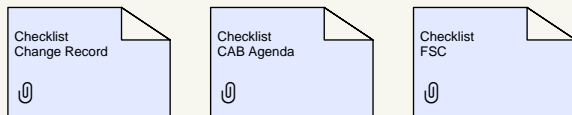
Interface Diagram

Process Objectives

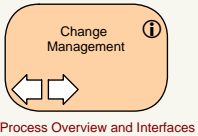
Clearance or rejection of a Change, in addition to preliminary scheduling and incorporation into the FSC (Forward Schedule of Changes).



Checklists



Links



Remarks

Our overviews depicting activity chains across multiple processes visualise for the ITIL core topics how the different processes cooperate.

No matter if ITIL is presented in the shape of a book or a conventional process diagram - it is always demanding not to lose one's way among the large number of individual processes (a case in point: "Where does the budget for this Change come from?"). For the user always has only one single page in a book or the description of one individual process in front of himself.

It's exactly those important chains of processes that are visualised in the model type shown here. They contain precise suggestions of how the various ITIL disciplines should be linked together. The models can be used directly, or they can be adapted to a company's individual needs. In so doing clarity is reached about the distribution of responsibilities between the individual processes, a vital precondition for defining processes in more detail.

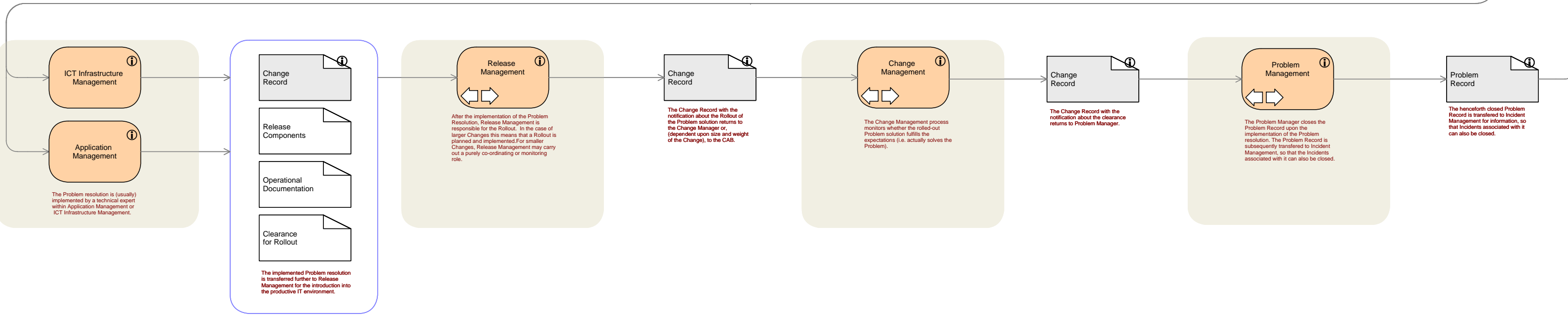
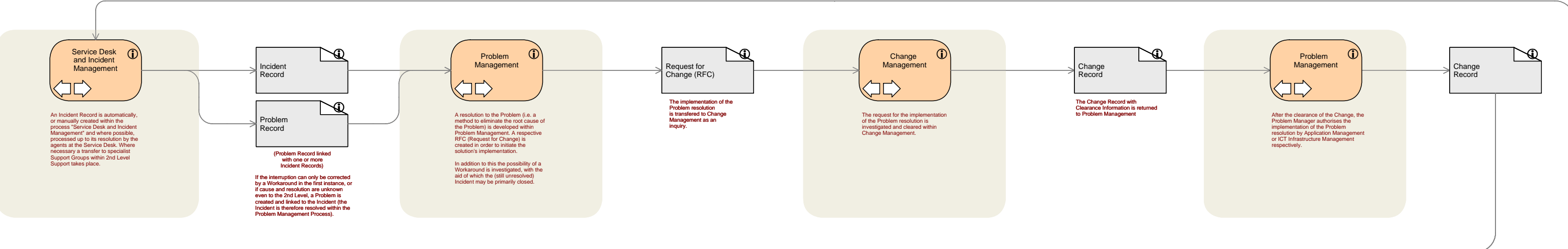
Handling of an Incident

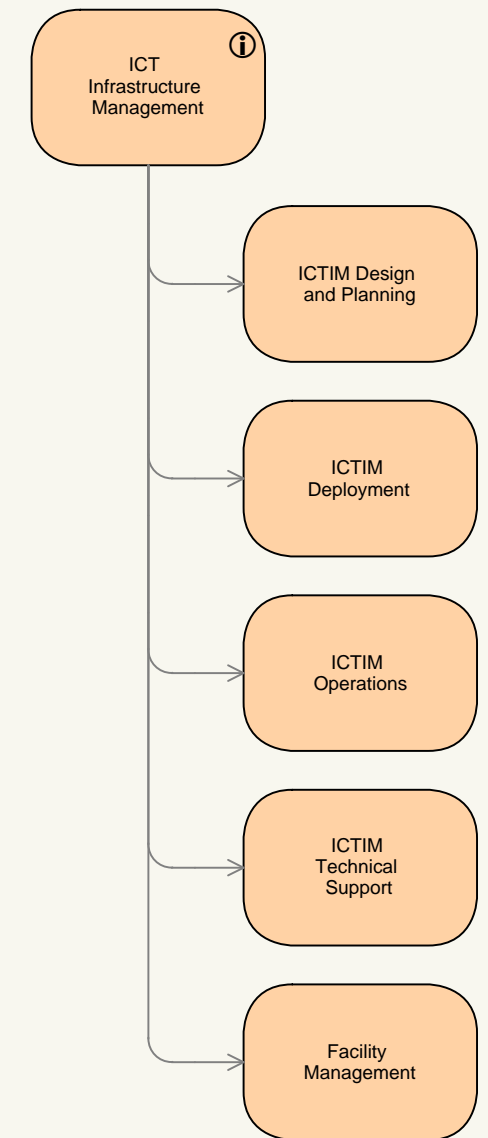
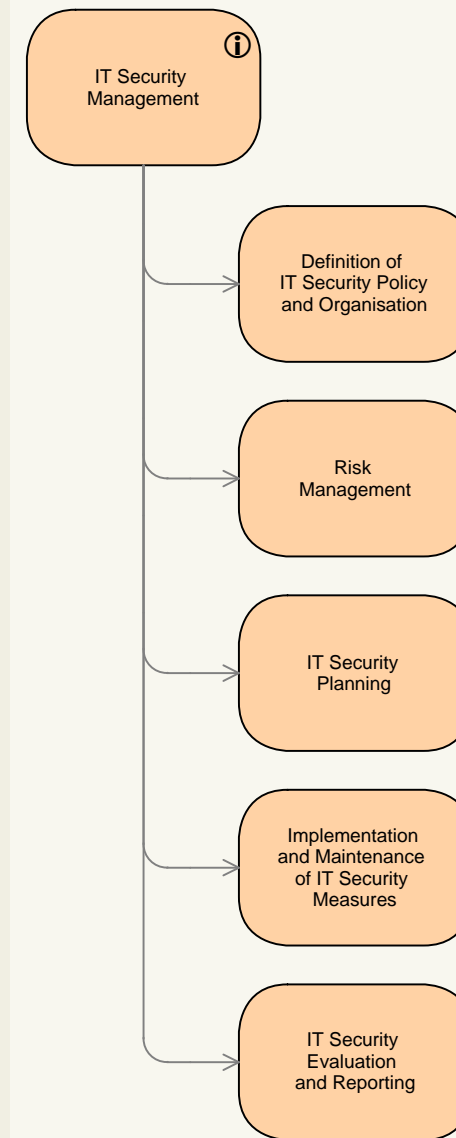
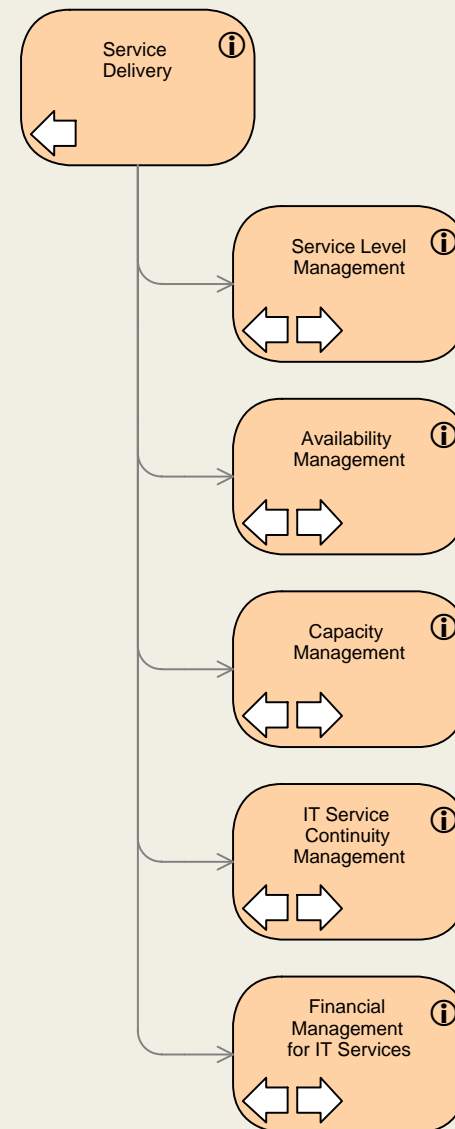
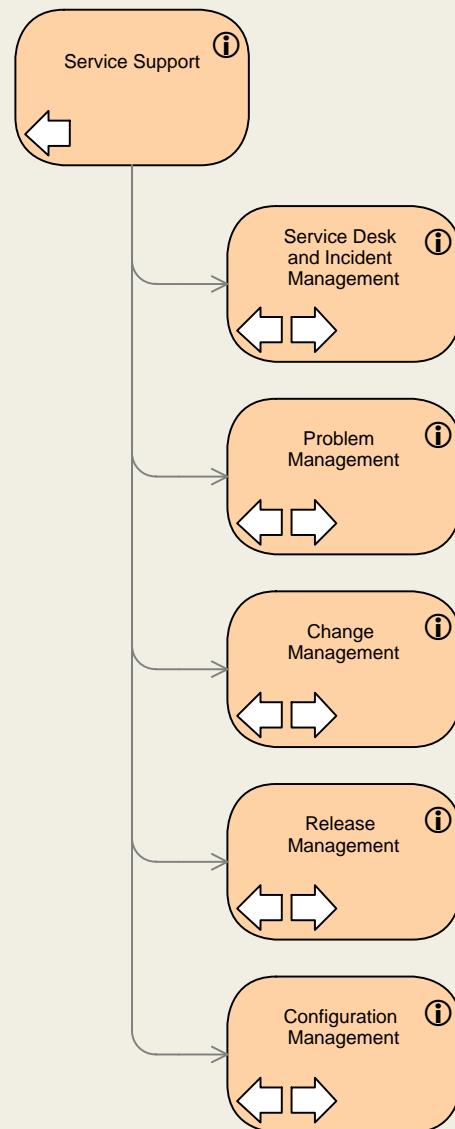
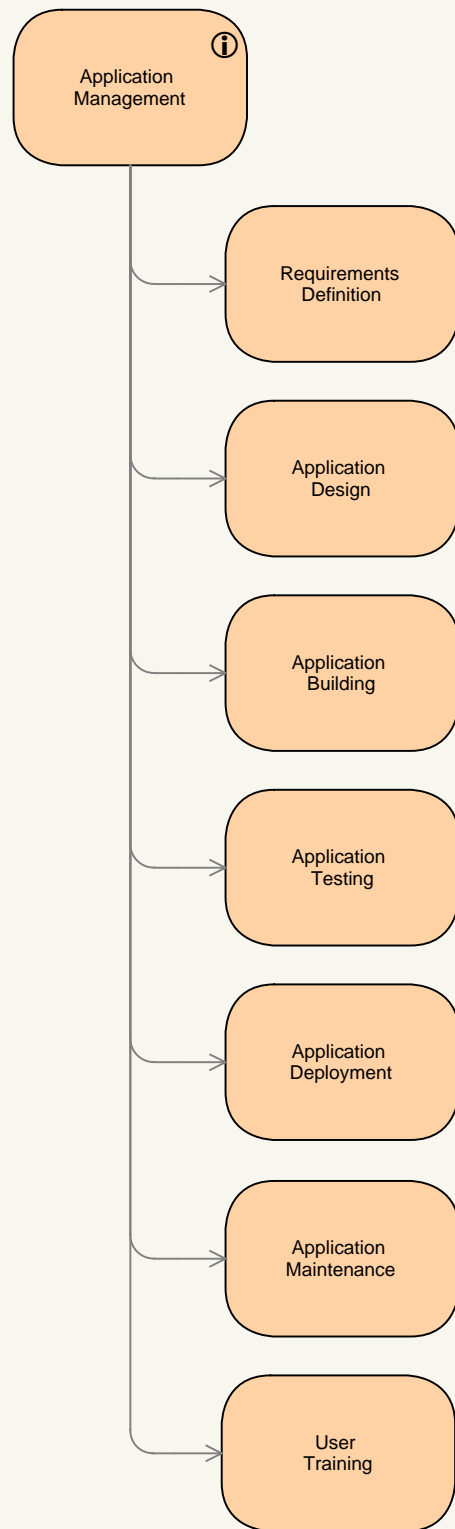
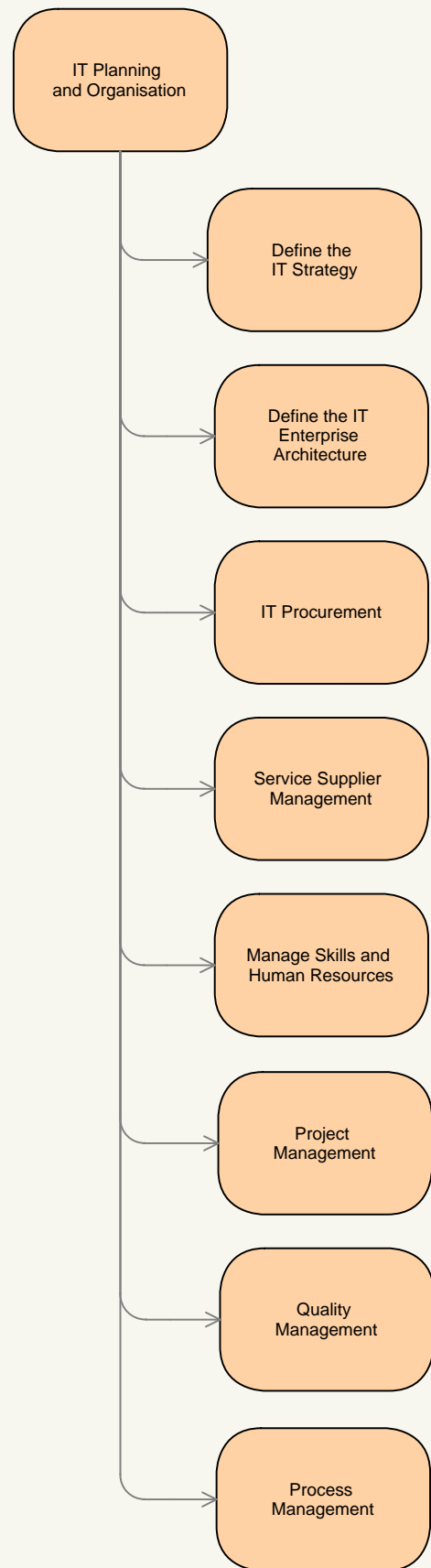
Planning the IT Budget

Updating the CMDB

Emergence of New or Changed Applications

Introduction of new Technologies into the IT Infrastructure

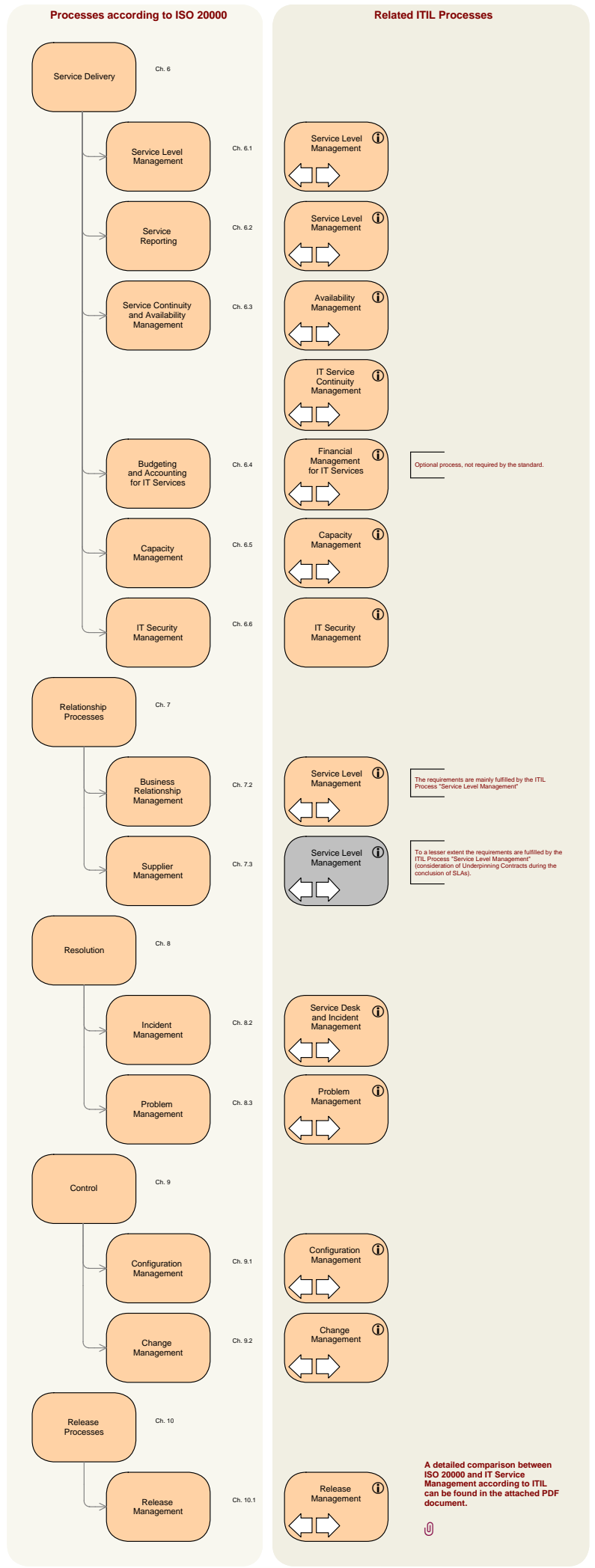


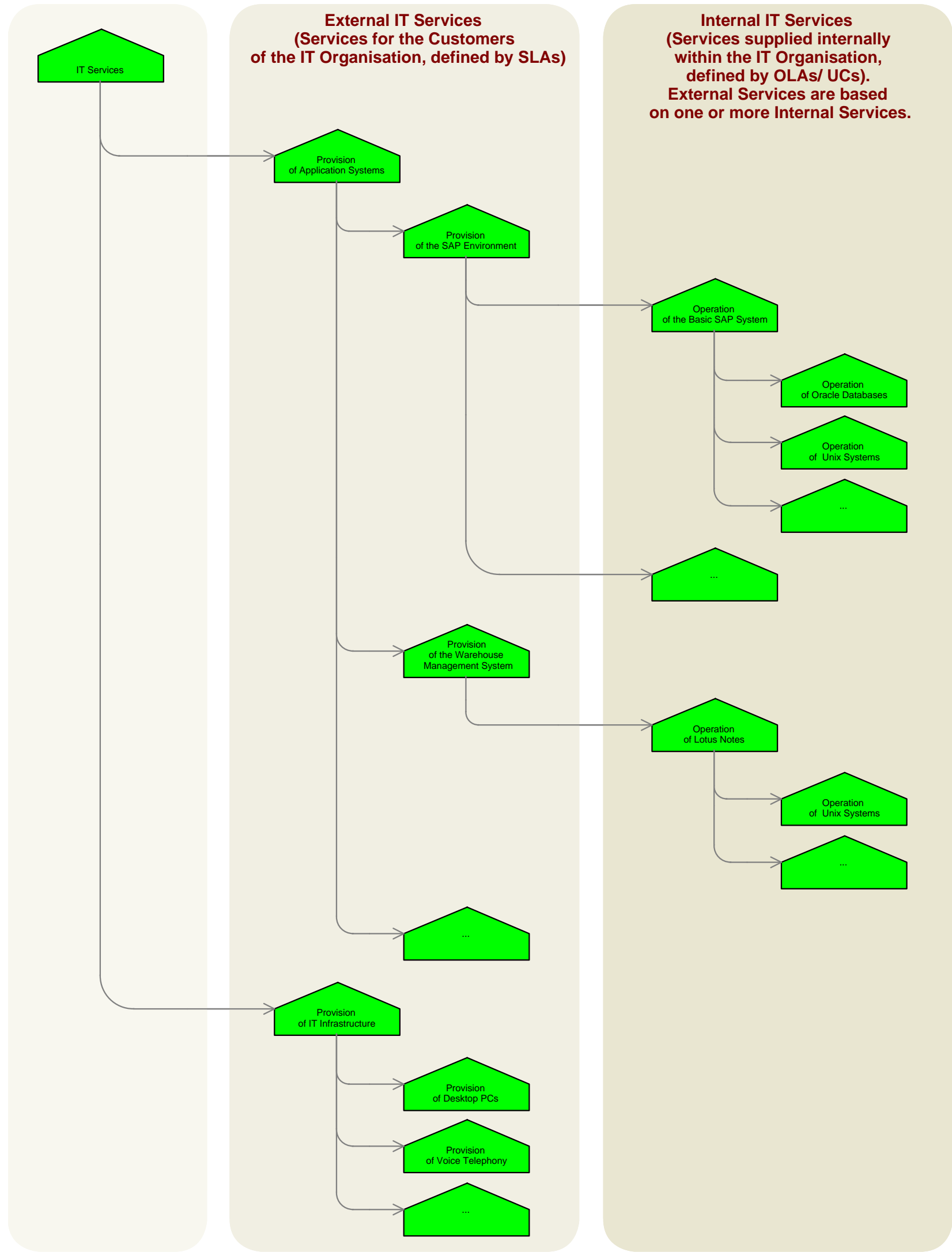


Detailed Coverage within the ITIL Process Map

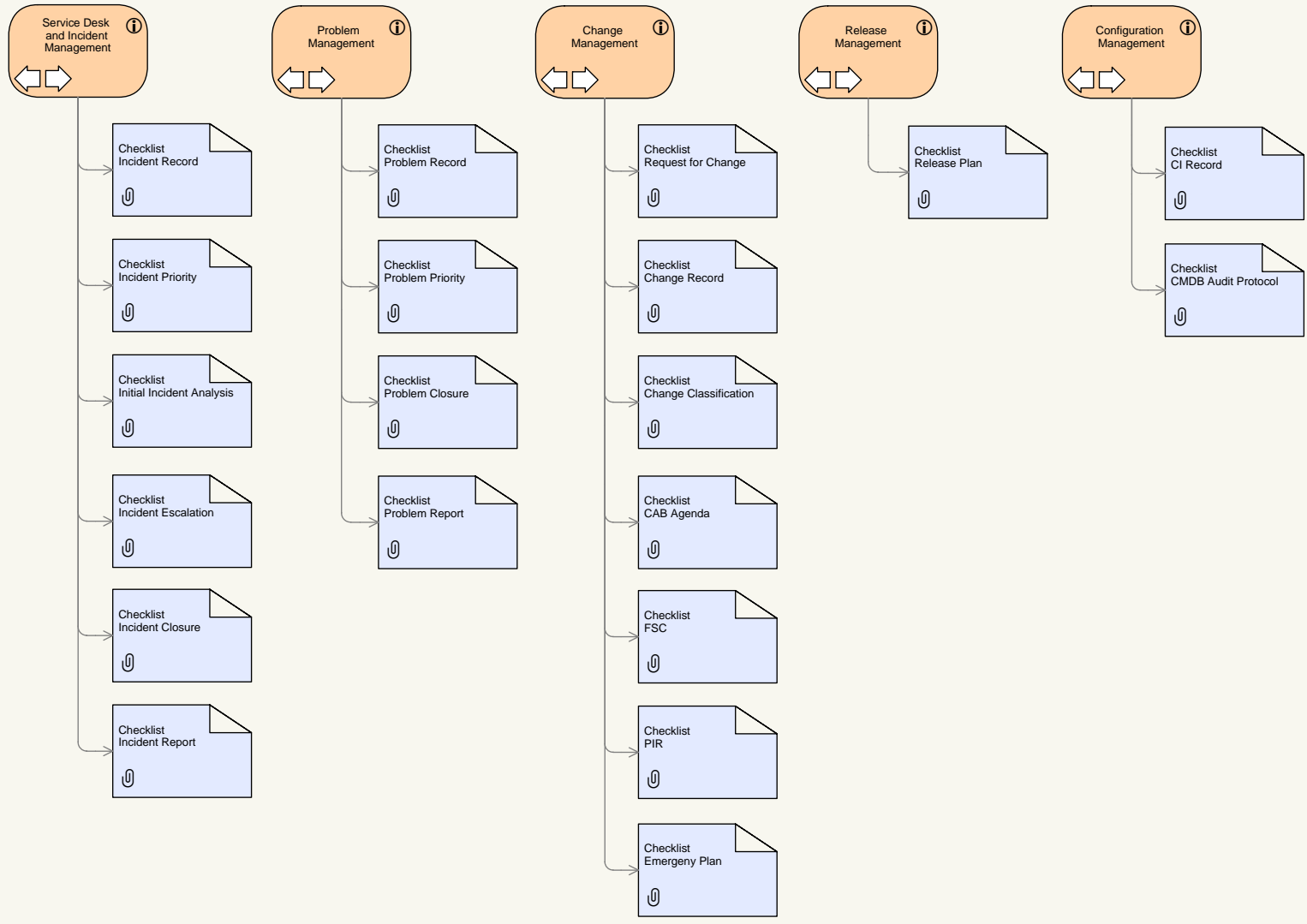
The process structure represented here for the entire IT Organisation ("Uniform Processes") is derived from elements of ITIL, COBIT and ISO 20000 - see attached PDF document.



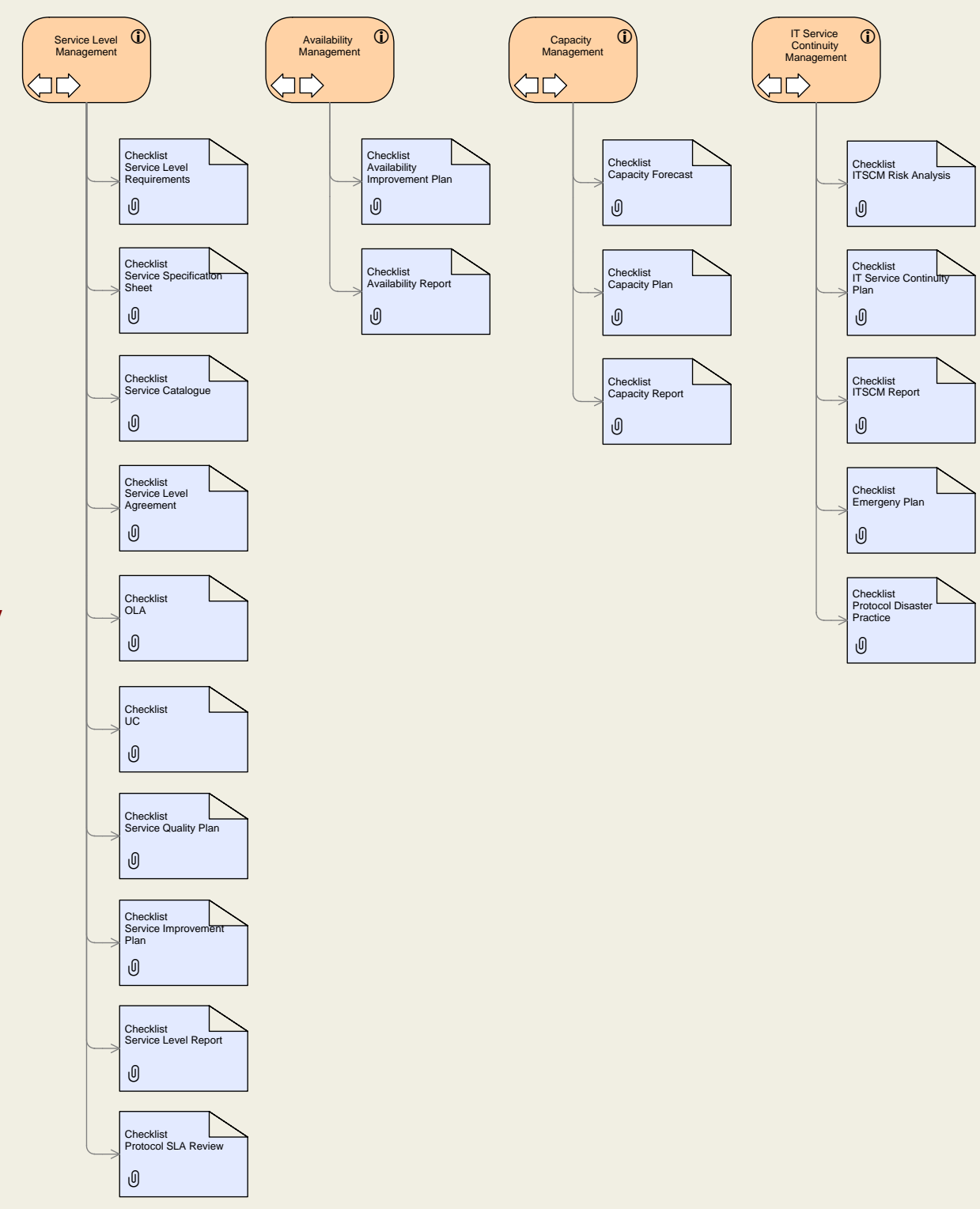




Service Support



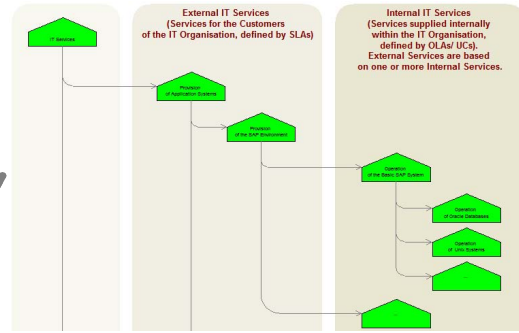
Service Delivery



Navigation within the ITIL® Process Map

The central entry-point into the ITIL® Process Map is the Front Page in the file "ITIL Process Maps.6QL"; it serves as the main launch pad to access all other views.

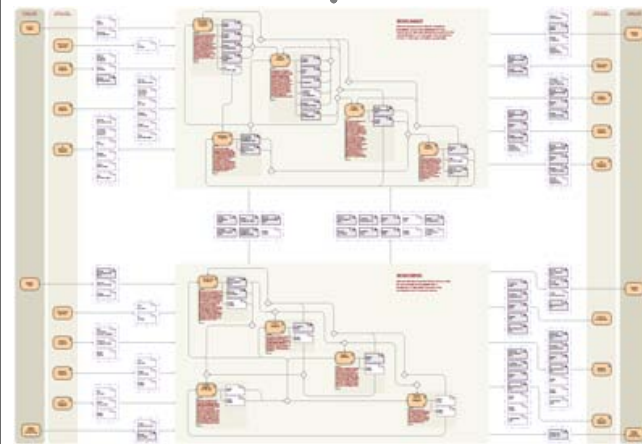
The most important navigation paths are illustrated on this page:



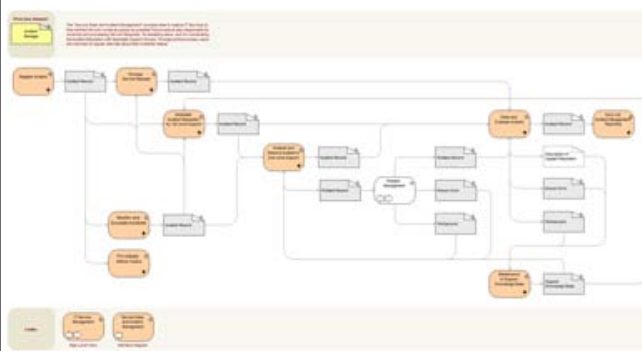
Template Service Structure



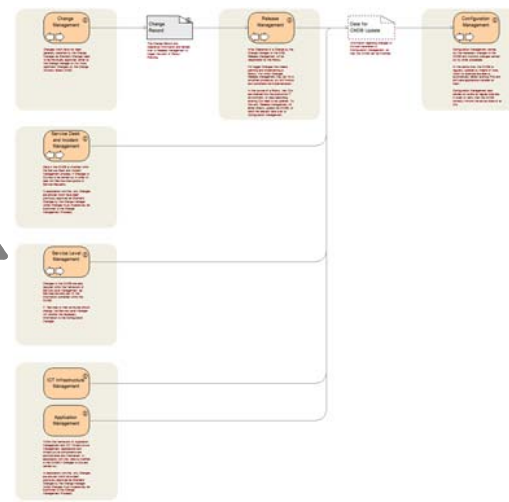
Front Page



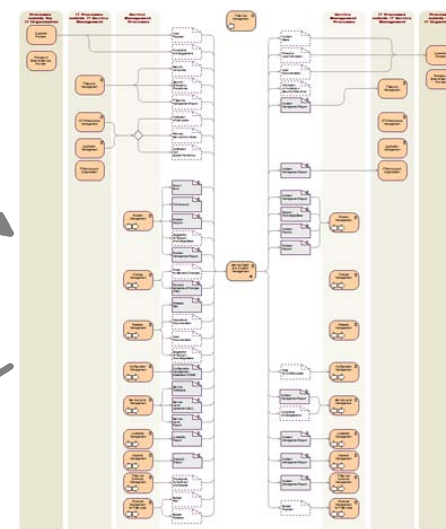
High-Level View of ITIL



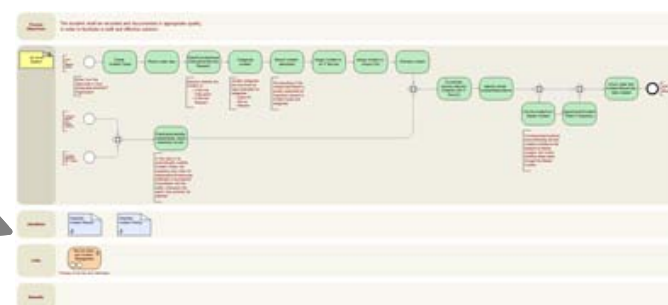
Process Interfaces



Activity Chain Spanning Multiple Processes



Process Overview



Process Chain

Master Shape	Remarks
<p>Change Management</p> <p>Process</p>	<ul style="list-style-type: none"> depicts a process configured with the following properties / icons <ul style="list-style-type: none"> - name (name of the process) - remarks (popup hint - (i) top right corner - description / process goal) - reference_ISO20000 (if applicable: Reference to a chapter from ISO 20000) - reference_ISO27001 (if applicable: Reference to a chapter from ISO 27001) - '+' (plus sign) in bottom right corner indicates a sub-process(es) - right and left facing arrows in bottom left corner, linked to higher level processes
<p>Create Incident Ticket</p> <p>Function</p>	<ul style="list-style-type: none"> depicts a single activity within a process
<p>Event</p>	<ul style="list-style-type: none"> depicts an event within a process [Begin / Intermediate / End]
<p>Problem Record</p> <p>Glossary Term</p>	<ul style="list-style-type: none"> depicts an ITIL Term (used as input/ output) from the ITIL Glossary configured with two Custom Properties <ul style="list-style-type: none"> - name (name of the ITIL Term) - remarks (popup hint - (i) top right corner - description)
<p>Description of Applied Resolution</p> <p>Term</p>	<ul style="list-style-type: none"> depicts other terms (used as inputs/ outputs) which are not strictly part of the ITIL Glossary configured with one Custom Property <ul style="list-style-type: none"> - name (name of the term)
<p>Checklist Change Record</p> <p>Checklist</p>	<ul style="list-style-type: none"> depicts a checklist configured with one Custom Property <ul style="list-style-type: none"> - name (name of the checklist) 'paperclip' in lower left corner denotes document(s) attached
<p>1st Level Support</p> <p>Role</p>	<ul style="list-style-type: none"> depicts an ITIL Role configured with two Custom Properties <ul style="list-style-type: none"> - name (name of the role) - remarks (description) linked to Index of ITIL Roles
<p>Operation of Oracle Databases</p> <p>Service</p>	<ul style="list-style-type: none"> depicts an IT Service
<p>(Functional) Band</p>	<ul style="list-style-type: none"> graphical elements depicting lanes within Event-Driven Process Chains (EPCs)