

# The ITIL® Process Map V3

## Factsheet

Aligning an IT organization with ITIL or obtaining an ISO 20000 certification invariably means translating the text-based, often overwhelming content of the ITIL literature into every-day business practices.

Figuring out how the text-based recommendations from the ITIL books translate into implementable activity flows, developing clear-cut processes and visualizing them in an easily understandable form requires a lot of expertise and effort.

### ITIL and ISO 20000 Initiatives based on Reference Process Templates

Making use of a standardized reference process model - the ITIL® Process Map V3 - you don't have to do this on your own or with the help of consultants.

The ITIL® Process Map V3 contains complete and professionally designed process diagrams for all standard ITIL processes. It supports an IT organization in all the necessary steps from the planning of an ITIL or ISO 20000 initiative through to a transformed IT organization, working along Best-Practice principles:

The ITIL® Process Map V3 is ideally suited

- to facilitate a deep understanding of the ITIL processes and their complex interrelationships
- to help you with setting up and carrying out successful ITIL or ISO 20000 initiatives
- to reduce your workload and keep consulting expenditures in check
- to create of a high-quality process documentation which is the centre piece of any ISO 20000 certification.

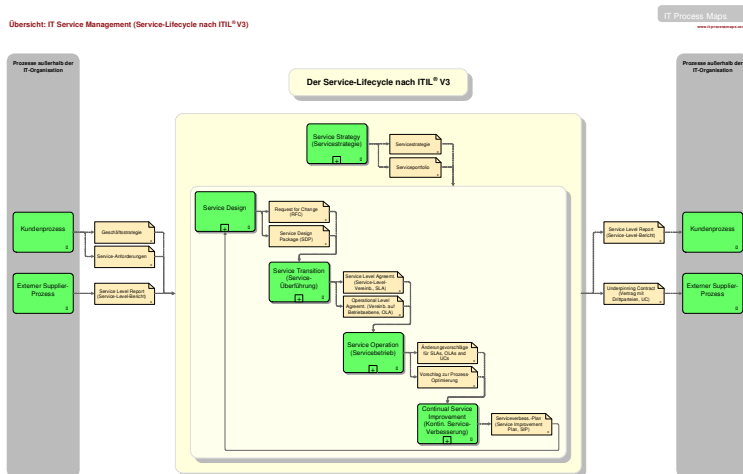
### Contents

The ITIL® Process Map V3 offers complete coverage of the ITIL V3 Service Lifecycle with the five core disciplines Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement; the process model is completely ISO 20000 compliant.

The ITIL® Process Map is organized in a consistent and hierarchical way; process overviews and detailed process flows (EPCs) in four layers illustrate the interrelations of the IT Service Management processes:

- a high-level view of the ITIL® V3 Service Lifecycle
- overview diagrams for each of the five ITIL V3 core disciplines
- tried and tested reference models for each of the 20 ITIL V3 main processes, presenting their sub-processes and interrelationships
- a complete set of 104 detailed process chains, illustrating activities and responsibilities as well as process inputs and outputs
- 80 checklists/ document templates explaining certain aspects of the processes in more detail.

Additional reference diagrams offer direct access to the different object types used in the process models:



High Level View of the ITIL V3 Service Lifecycle

- a comprehensive ITIL Glossary with ITIL terms (information objects defining the process in- and outputs)
- a hierarchical ITIL process index with all process and sub-processes
- a repository of ITIL roles, complete with descriptions

## Target Groups

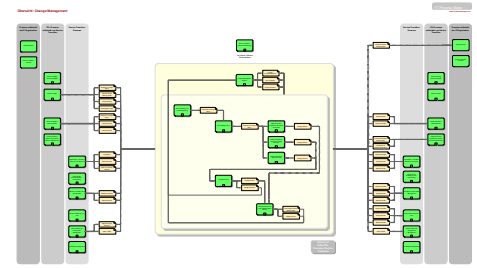
The ITIL® Process Map V3 is designed for IT organizations or service suppliers who

- 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 on a limited scale
- need to re-evaluate their ITIL processes according to the new ITIL V3 recommendations
- prepare themselves for a certification according to ISO 20000.

## Benefits of Implementing ITIL Using Process Templates

Effort can be saved during process design and documentation, as you modify existing process models and document templates - rather than starting from a blank page.

At the same time, a high quality of the resulting process documentation is assured - an essential tool to market the IT organization as an effective and efficient provider of IT services, and also an indispensable prerequisite for an ISO 20000 certification.

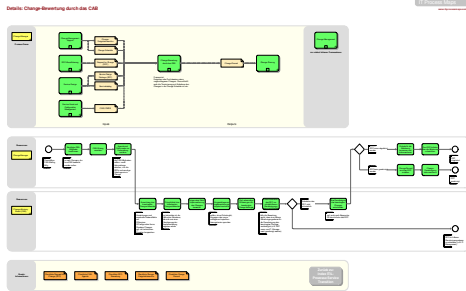


Overviews in three layers for all ITIL V3 Core Disciplines and Main Processes

## Versions of the ITIL® Process Map V3

The ITIL® Process Map V3 is available in English and German for the following applications and process management platforms:

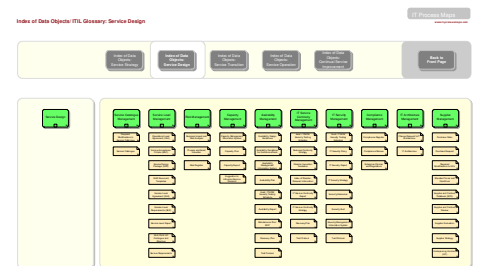
- Microsoft Visio™
- Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™
- ARIS Process Platform™
- QMAP/ QViS Professional™ (Engl.)



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

Additional documents help to get started with ITIL and the ITIL® Process Map V3:

- Introduction into ITIL and the ITIL Process Map V3
- ITIL Implementation Guide, a document describing how ITIL can be implemented in ten steps
- ITIL Process Metrics (Key Performance Indicators - KPIs) for the most important ITIL V3 processes
- Additional PDF Quick references (ITIL V3 glossary, roles and process descriptions)
- User Manual



Index diagrams offering direct access to all processes, glossary terms and ITIL roles

## About IT Process Maps

Stefan Kempter Management Consulting (IT Process Maps) was founded in 2006, drawing on many years of experiences in the fields of IT Management as well as Process and Project Management.

IT Process Maps specializes in the provision of Reference Process Models for the IT organization based on time-tested Best-Practice recommendations.

## Additional Information

At [www.en.it-processmaps.com](http://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](http://www.it-processmaps.com)

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- Member of itSMF -

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