



The ITIL® Process Map V3 for Microsoft™ Visio™
Examples and Overview of Contents

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A live demo of the ITIL® Process Map can be seen on the Internet at

<http://en.it-processmaps.com>

The ITIL® Process Map is organized in a hierarchical way:

- Detail levels 0 to 2 contain 26 "Process Overview" diagrams to illustrate the interrelationships between the processes.
- The user is able to navigate to the next level of detail by clicking on links.
- At the most detailed level (Level 3), 104 "Process Detail" diagrams illustrate the flow of activities in detail.



Level 0:
High Level View
of ITIL V3



Level 1:
ITIL Core
Disciplines



Level 2:
ITIL Main
Processes



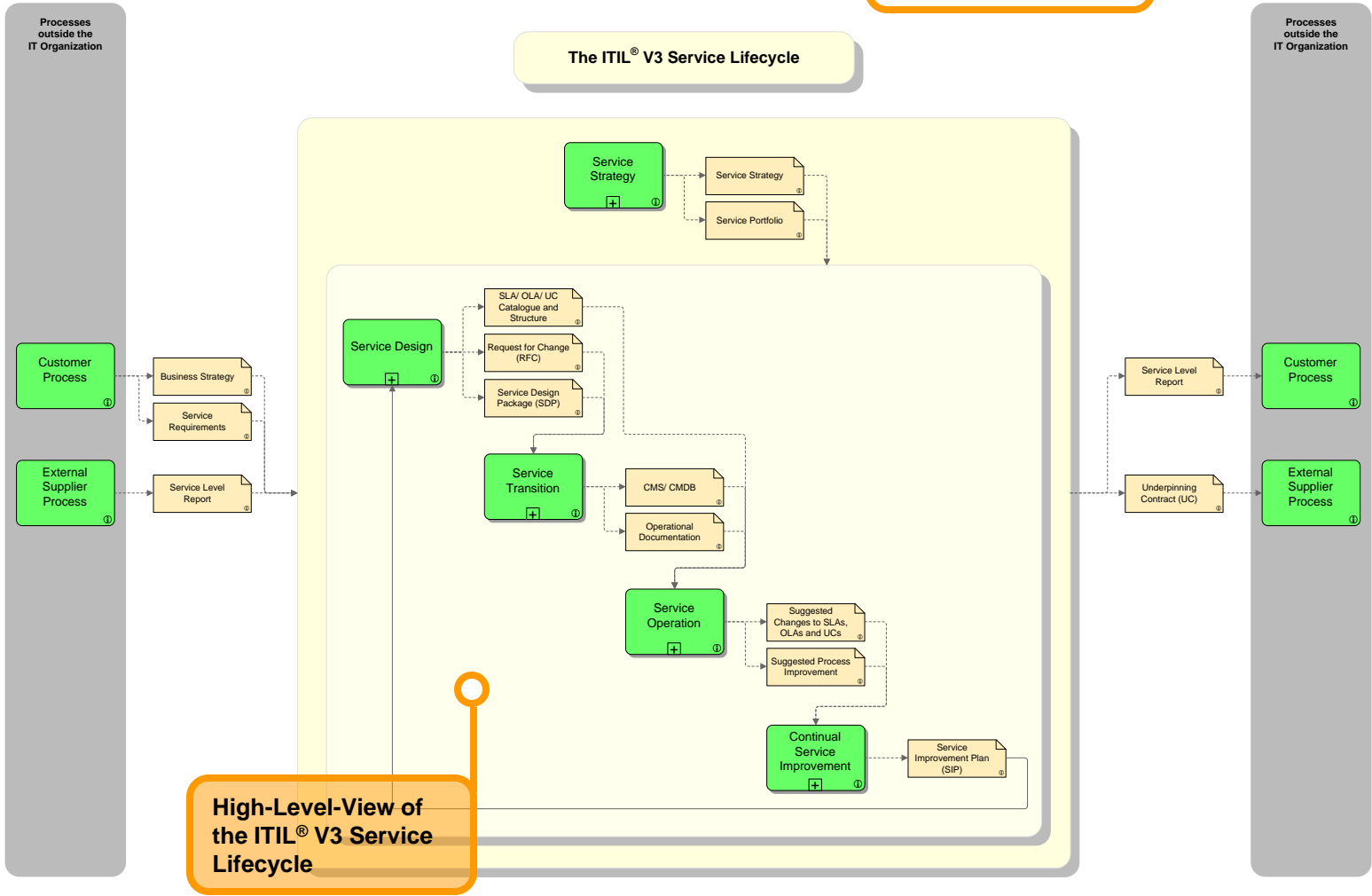
Level 3:
Activity Chains

**Hierarchical
Structure of the ITIL®
Process Map**

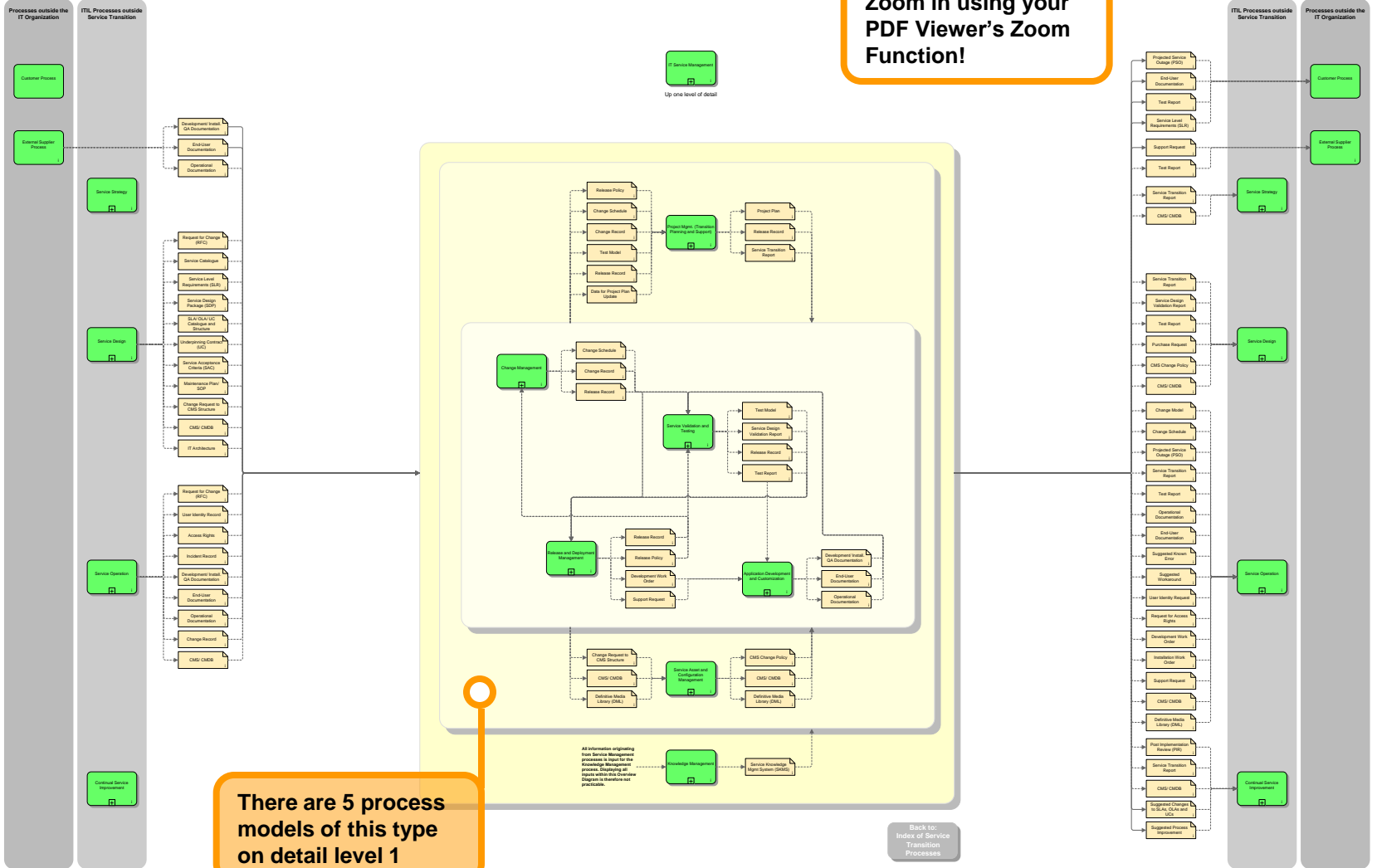
The following pages contain vector graphics – you can look at the process models in detail by using your PDF viewer's zoom function.

Overview: IT Service Management (ITIL® V3 Service Lifecycle)

Zoom in using your PDF Viewer's Zoom Function!



Overview: Service Transition



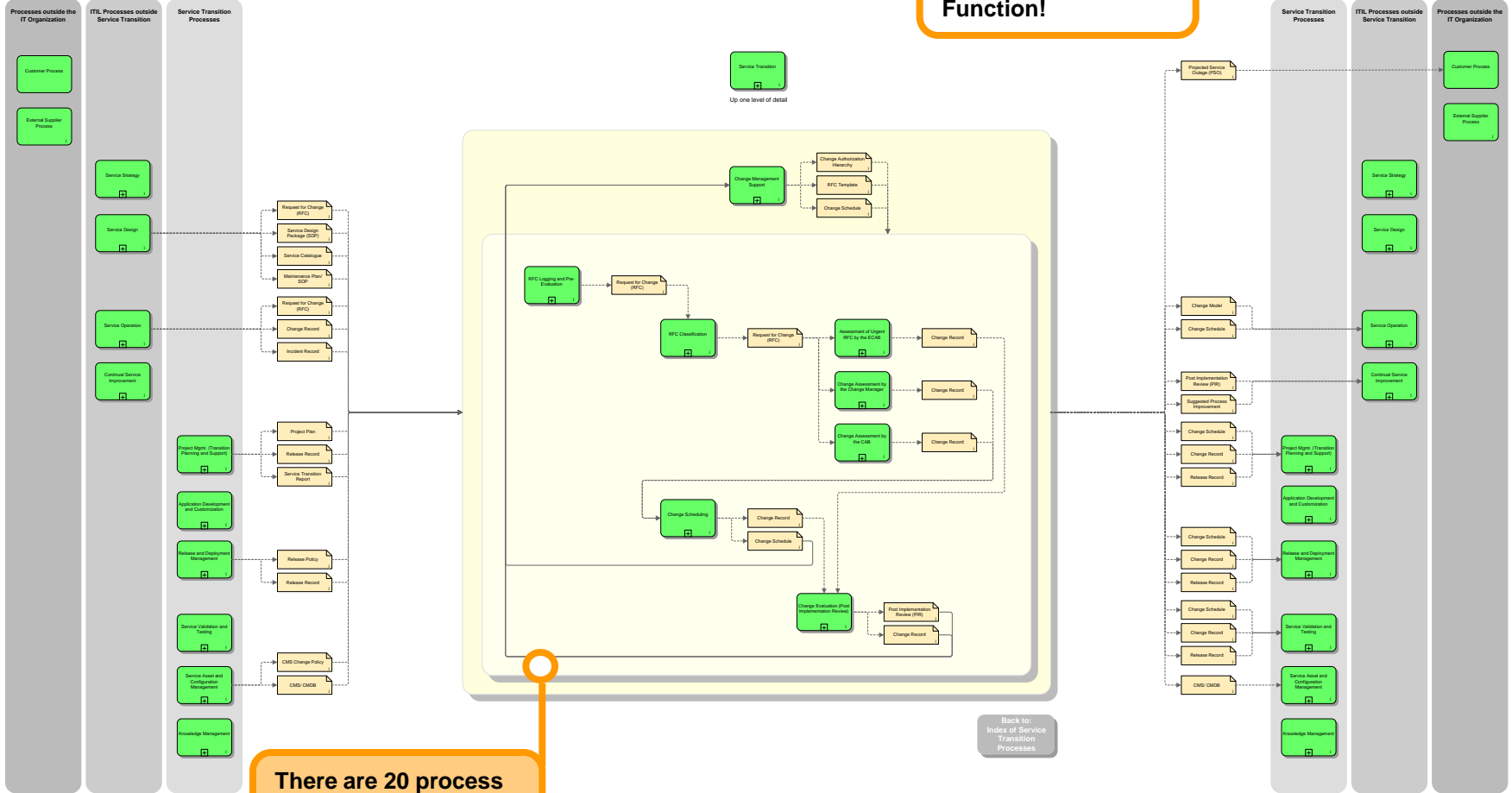
There are 5 process models of this type on detail level 1

Zoom in using your PDF Viewer's Zoom Function!

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Overview: Change Management

Zoom in using your PDF Viewer's Zoom Function!

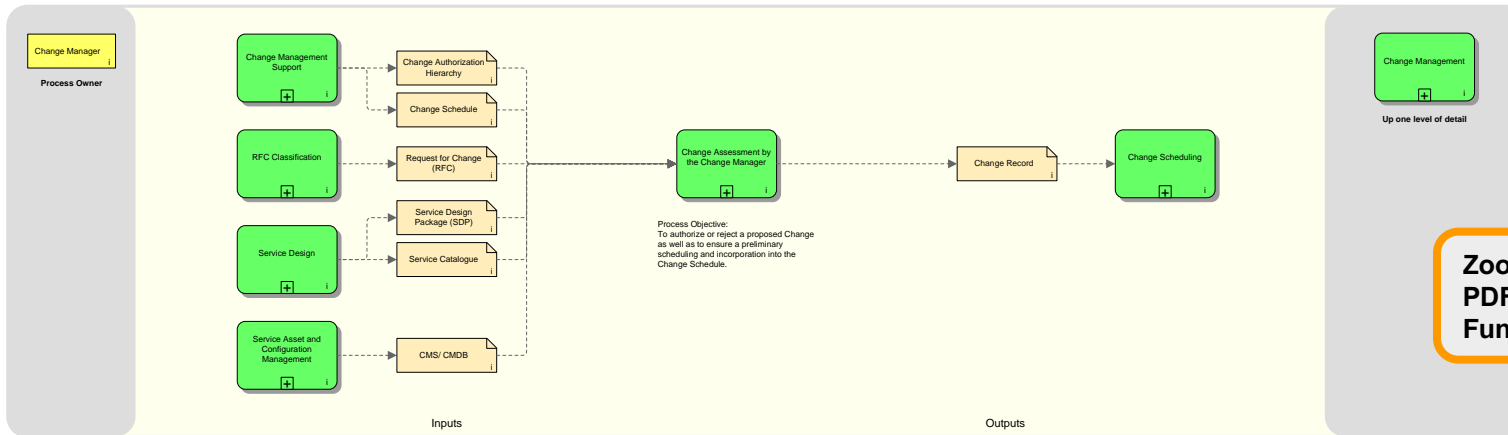


There are 20 process models of this type on detail level 2

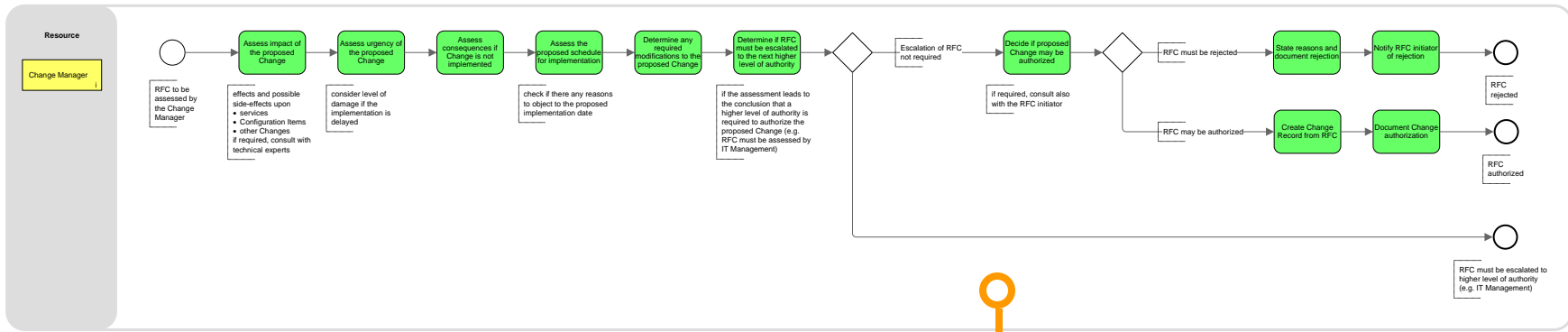
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ITIL® V3 Reference Processes – Detail Level 3: Change Assessment by the Change Manager

Process Details: Change Assessment by the Change Manager



Zoom in using your PDF Viewer's Zoom Function!



- Additional information**
- Checklist Request for Change (RFC)
 - Checklist RFC Assessment
 - Checklist Change Authorization Hierarchy
 - Checklist Change Record

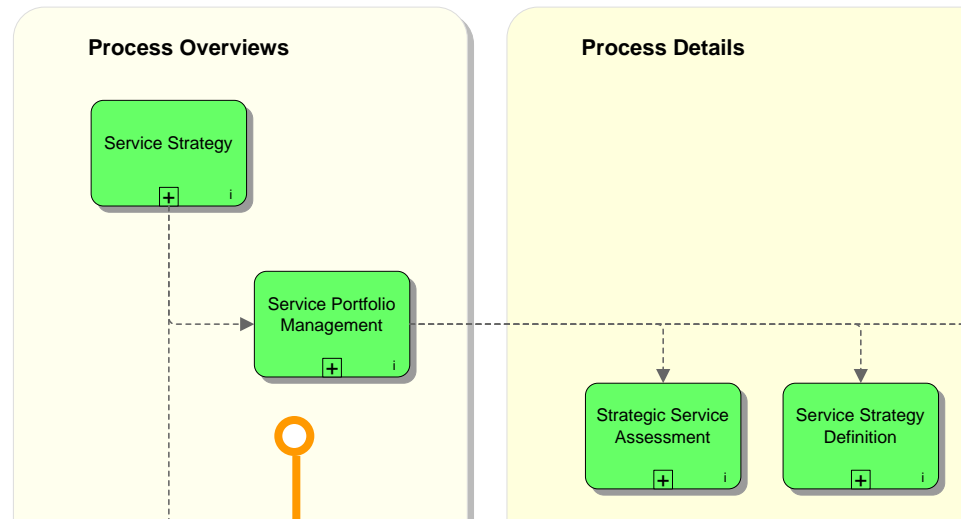
There are 104 process models of this type on detail level 3

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The ITIL® Process Map offers complete coverage of the ITIL® V3 Service Lifecycle.

- The following pages provide a complete overview of the process hierarchy contained in the ITIL® Process Map V3.
- Each of the processes on Detail Levels 0 to 2 is represented by a Process Overview diagram,
- whereas each process on Detail Level 3 is represented by a Process Details diagram (Activity Chain).

The following pages contain vector graphics – you can look at the process models in detail by using your PDF viewer's zoom function.



Processes on detail levels 0, 1 and 2, linked to Overview diagrams

Processes on detail level 3, linked to Process Details diagrams (Activity Chains)

Zoom in using your PDF Viewer's Zoom Function!

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Index of ITIL Processes: Service Strategy

Index of ITIL Processes: Service Design

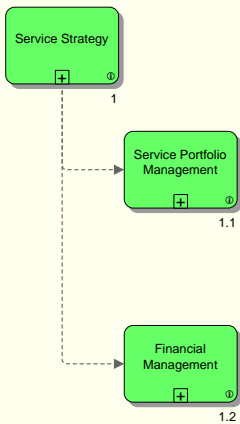
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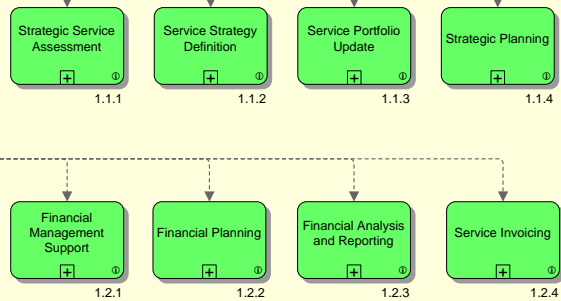
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Process Overviews



Process Details

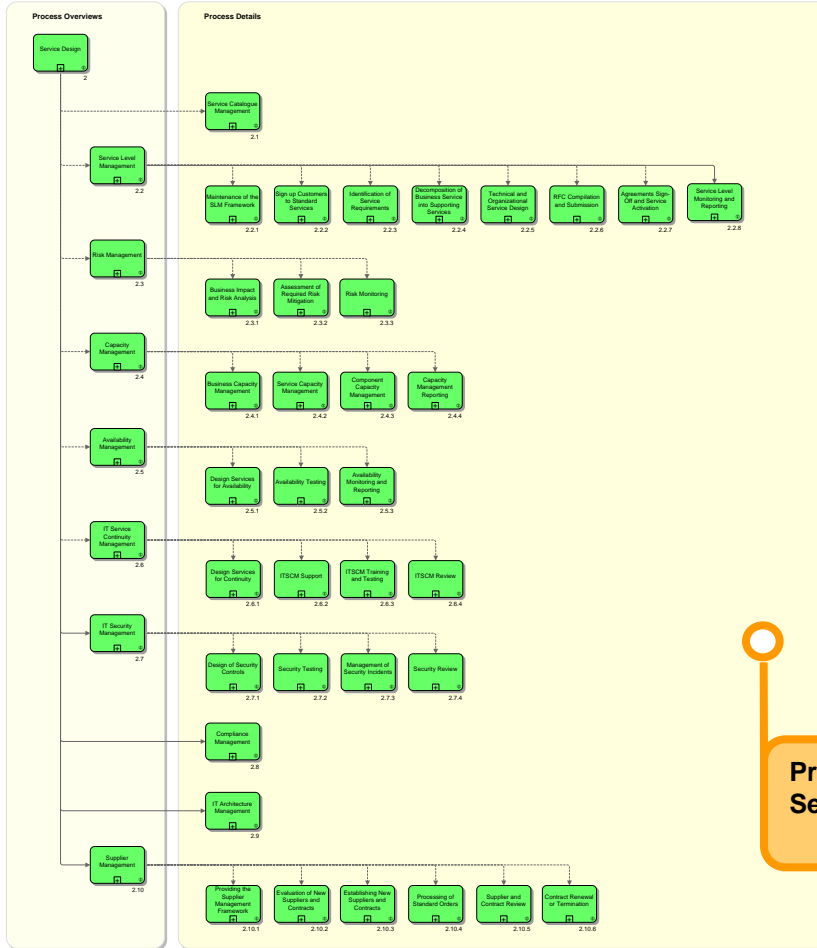


Process Index: Service Strategy

Index of ITIL Processes: Service Design

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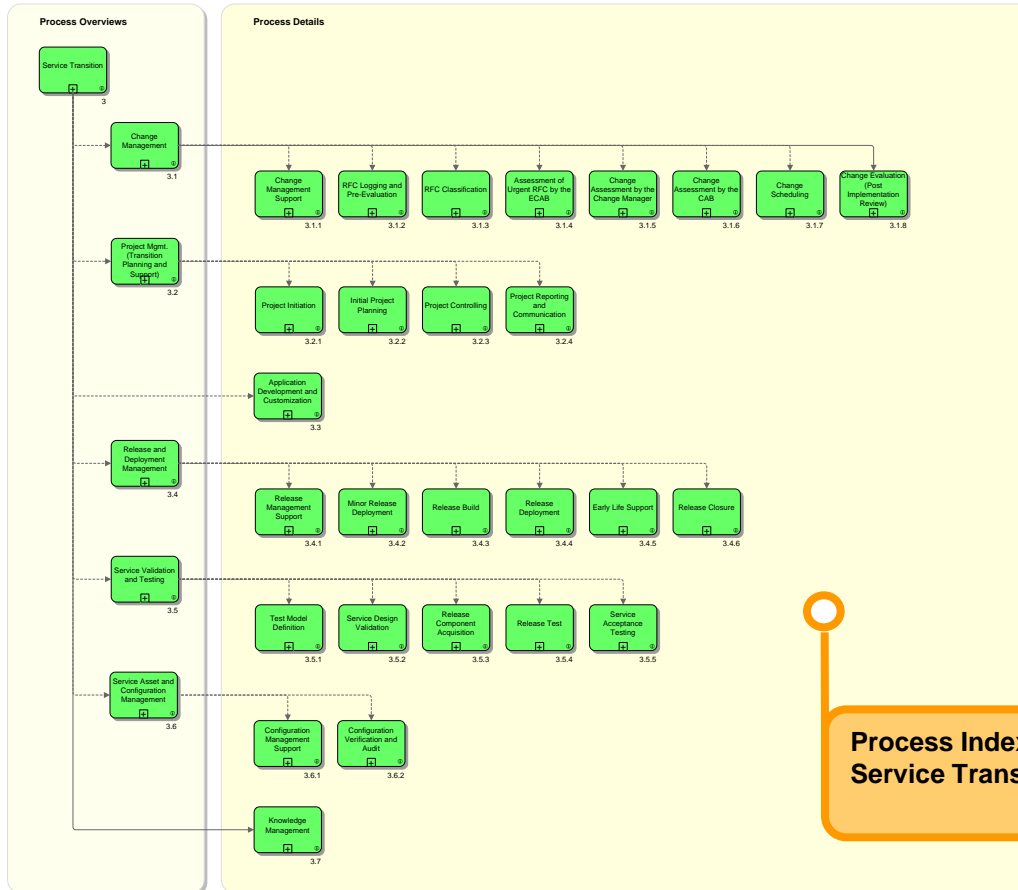


Process Index: Service Design

Index of ITIL Processes: Service Transition



Zoom in using your PDF Viewer's Zoom Function!

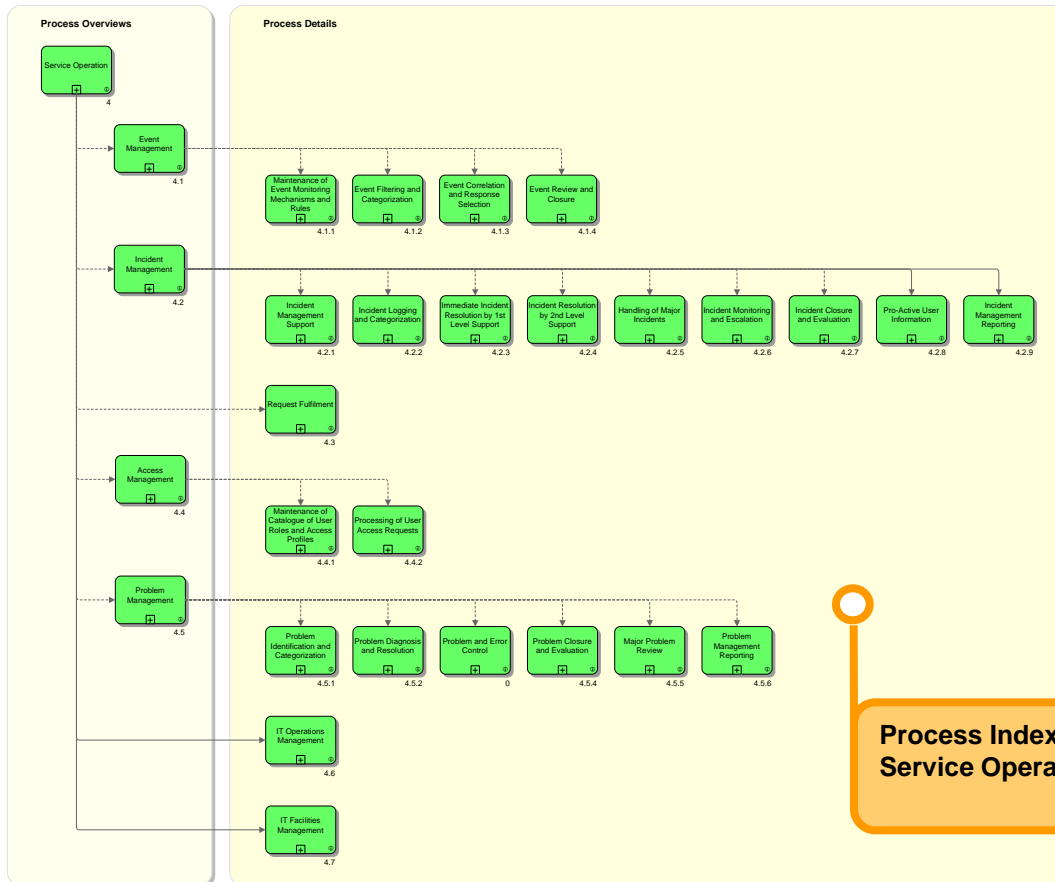


**Process Index:
Service Transition**

Index of ITIL Processes: Service Operation



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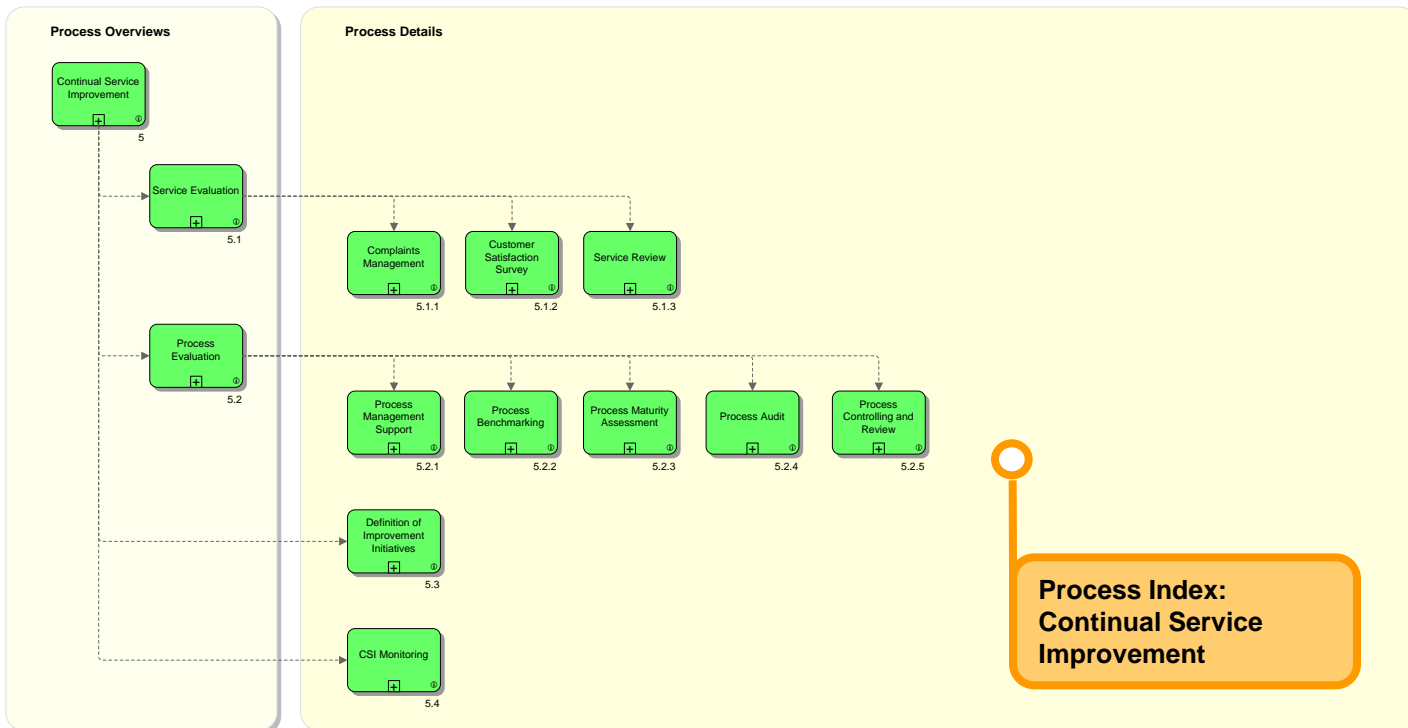


**Process Index:
Service Operation**

Zoom in using your PDF Viewer's Zoom Function!

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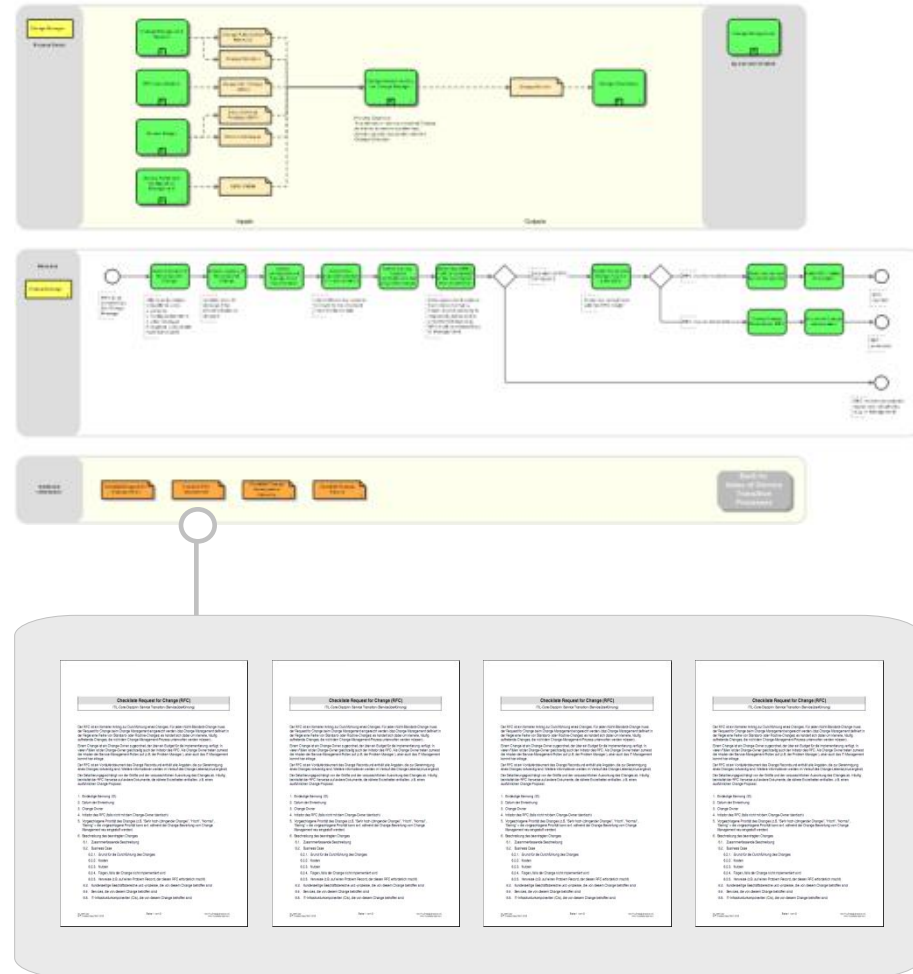
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ITIL Checklists/ Document Templates in Microsoft Word™ format provide additional information to the process flows.

- In most cases the checklists explain process outputs – for example, the Checklist "Request for Change" explains what information is typically contained in an RFC (see the example on the next page).
- In other cases, the checklists define some aspects of a process in more detail. Example: The Checklist "CAB Agenda" describes the typical responsibilities of the Change Advisory Board.
- All in all there are 84 checklists/ document templates in Microsoft Word™ format provided as part of the ITIL® Process Map V3.

Process Details: Change Assessment by the Change Manager





Checklist Request for Change (RFC)

ITIL Core Discipline: Service Transition

The RFC is formal request for the implementation of a Change. A Request for Change is to be submitted to Change Management for any non-standard Change (a set of standard/ routine Changes is usually defined by Change Management; these are minor Changes which do not require submission to the Change Management process).

A Change is backed by a Change Owner, holding a budget for its implementation. In many cases the Change Owner is identical with the RFC initiator. Typically Changes are owned by Service Management roles (e.g. the Problem Manager or Capacity Manager) or by IT management.

The RFC is a precursor to the Change Record and contains all information required to approve a Change. Further information is added as the Change progresses through its lifecycle.

The level of detail depends on the size and likely impact of the Change. Often there will be references to further documents containing more detailed information, e.g. a detailed Change proposal. As major Changes are typically implemented as projects, the RFC often takes on the role of what is also known as a "Project Charter".

1. Unique ID
2. Date of submission
3. Change Owner
4. Initiator of the RFC (if not identical with Change Owner)
5. Proposed Change priority (e.g. "Very High (Urgent Change)", "High", "Normal", "Low" - may be overruled by Change Management during Change assessment)
6. Description of the Change being applied for
 - 6.1. Summary description
 - 6.2. Business case
 - 6.2.1. Reason for the Change to be implemented
 - 6.2.2. Costs
 - 6.2.3. Benefits
 - 6.2.4. Consequences if the Change is not implemented
 - 6.2.5. References (e.g. to a Problem Record triggering this RFC)
 - 6.3. Business areas on the client-side affected by the Change
 - 6.4. Services affected by the Change
 - 6.5. IT infrastructure components (CIs) affected by the Change
 - 6.6. Technology aspects (is a new technology being introduced?)



7. Risks during the implementation of the Change
 - 7.1. Identified risks
 - 7.2. Counter-measures (e.g. reversion procedure)
 - 7.3. Back-out strategy for the case of a failed Change implementation
8. Predicted/suggested time schedule for the implementation
9. Estimate of resources for the implementation
 - 9.1. Required personnel resources (from which areas?)
 - 9.2. Estimated work effort for the required personnel resources
 - 9.3. Cost estimate (itemized for bigger Changes)
10. Statement as to whether a budget is allocated and cleared for this Change
11. If applicable, index of additional supporting documents (e.g. the Service Design Package for major additions or modifications to services)
12. Approval or rejection
 - 12.1. Date
 - 12.2. Person/ body in charge of the approval (Change Manager/ CAB/ EC)
 - 12.3. Change reviewers
 - 12.4. Priority assigned by Change Management
 - 12.5. Restrictions
 - 12.6. If applicable, reasons for rejecting the RFC

**Zoom in using your
PDF Viewer's Zoom
Function!**

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Service Strategy

Service Portfolio Management

Financial Management

Checklist Service Portfolio

1.1.1

Checklist Financial Data Categories

1.2.1

Checklist Service Strategy

1.1.2

Checklist Budget Request Allocation

1.2.2

Checklist Service Strategy Plan

1.1.3

Checklist IT Budget Structure

1.2.3

Checklist Strategic Service Assessment

1.1.4

Checklist Financial Analysis

1.2.4

Checklist Indirect Cost Allocation Table

1.2.5

Checklists/ Document Templates
Service Strategy

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Service Design

Service Catalogue Management	Service Level Management	Risk Management	Capacity Management	Availability Management	IT Service Continuity Management	IT Security Management	Compliance Management	IT Architecture Management	Supplier Management
<ul style="list-style-type: none"> Checklist Service Portfolio 1.1.1 Checklist Service Catalogue 2.1.1 	<ul style="list-style-type: none"> Checklist Service Acceptance Criteria (SAC) 2.2.1 Checklist Service Design Package (SDP) 2.2.2 Checklist Service Level Report 2.2.3 Checklist Service Level Requirements (SLR) 2.2.4 Checklist SLA/OLA/UC 2.2.5 Checklist SLA/OLA/UC Catalogue and Structure 2.2.6 	<ul style="list-style-type: none"> Checklist Business Impact/ Risk Analysis 2.3.1 Checklist Risk Register 2.3.2 	<ul style="list-style-type: none"> Checklist Capacity Plan 2.4.1 Checklist Capacity Report 2.4.2 Checklist CMIS 2.4.3 	<ul style="list-style-type: none"> Checklist AMIS 2.5.1 Checklist Availability Design Guidelines 2.5.2 Checklist Availability Plan 2.5.3 Checklist Availability Report 2.5.4 Checklist Maintenance Plan/ SOP 2.5.5 Checklist Avail./ITSCM/ISM Testing Schedule 2.5.6 Checklist Recovery Plan 2.5.7 Checklist Test Protocol 2.5.8 	<ul style="list-style-type: none"> Checklist Avail./ITSCM/ISM Testing Schedule 2.5.6 Checklist Recovery Plan 2.5.7 Checklist Test Protocol 2.5.8 Checklist Test Protocol 2.5.8 Checklist Disaster Invocation Guideline 2.6.1 Checklist IT Service Continuity Strategy 2.6.2 Checklist Disaster-Relevant Information 2.6.3 Checklist ITSC Report 2.6.4 	<ul style="list-style-type: none"> Checklist Test Protocol 2.5.8 Checklist IT Security Policy 2.7.1 Checklist IT Security Report 2.7.2 Checklist IT Security Strategy 2.7.3 Checklist Security Alert 2.7.4 Checklist SMIS 2.7.5 	<ul style="list-style-type: none"> Checklist Compliance Register 2.8.1 Checklist Compliance Review 2.8.2 	<ul style="list-style-type: none"> Checklist IT Architecture 2.9.1 	<ul style="list-style-type: none"> Checklist SLA/OLA/UC 2.2.5 Checklist SCD 2.10.1 Checklist Supplier and Contract Review 2.10.2 Checklist Supplier Strategy 2.10.3

Checklists/ Document Templates Service Design

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Service Transition

Change Management

Project Mgmt. (Transition Planning and Support)

Application Development and Customization

Release and Deployment Management

Service Validation and Testing

Service Asset and Configuration Management

Knowledge Management

Checklist CAB Agenda 3.1.1

Checklist Change Authorization Hierarchy 3.1.2

Checklist Change Model 3.1.3

Checklist Change Record 3.1.4

Checklist Change Schedule 3.1.5

Checklist PIR 3.1.6

Checklist Projected Service Outage (PSO) 3.1.7

Checklist Request for Change (RFC) 3.1.8

Checklist RFC Assessment 3.1.9

Checklist Project Charter 3.2.1

Checklist Project Plan 3.2.2

Checklist Service Transition Report 3.2.3

Checklist Release Policy 3.4.1

Checklist Release Record 3.4.2

Checklist Service Transition Test Types 3.5.1

Checklist Test Model 3.5.2

Checklist Test Report 3.5.3

Checklist CMS Change Policy 3.6.1

Checklist CMS/ CMDB 3.6.2

Checklist Configuration Audit Protocol 3.6.3

Checklist Definitive Media Library (DML) 3.6.4

Checklist SKMS 3.7.1

Checklists/ Document Templates Service Transition

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Service Operation

Event Management	Incident Management	Request Fulfilment	Access Management	Problem Management	IT Operations Management	IT Facilities Management
<p>Checklist Event Record 4.1.1</p>	<p>Checklist Incident Escalation Rules 4.2.1</p> <p>Checklist Incident Management Report 4.2.2</p> <p>Checklist Incident Model 4.2.3</p> <p>Checklist Incident Record 4.2.4</p>		<p>Checklist User Identity Record 4.4.1</p> <p>Checklist User Role Access Profile 4.4.2</p>	<p>Checklist Known Error Database 4.5.1</p> <p>Checklist Problem Management Report 4.5.2</p> <p>Checklist Problem Record 4.5.3</p>		

Checklists/ Document Templates
Service Operation

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The main content area displays a hierarchical tree structure. At the top level is a green box labeled 'Continual Service Improvement'. Below it are four sub-categories: 'Service Evaluation', 'Process Evaluation', 'Definition of Improvement Initiatives', and 'CSI Monitoring'. Each sub-category contains a list of checklist documents with their respective IDs:

- Service Evaluation**
 - Checklist Complaints Log (5.1.1)
 - Checklist Customer Survey (5.1.2)
 - Checklist Service Evaluation Report (5.1.3)
 - Checklist Seven-Step Improvement (5.1.4)
- Process Evaluation**
 - Checklist Categories of CSI Metrics (5.2.1)
 - Checklist Process Assessment/ Audit (5.2.2)
 - Checklist Process Evaluation Report (5.2.3)
- Definition of Improvement Initiatives**
 - Checklist Service Improvement Plan (5.3.1)
- CSI Monitoring**

Checklists/ Document Templates Continual Service Improvement

IT Process Maps GbR

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