Van Haren

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SERVICE STRATEGY

- . Stratingy Management for FT Services
- · Financial Management for IT Services
- Service Portfolio Management.
- Demand Management
- Business Relationship
 - Management.

- SERVICE OPERATION - Event Management
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- Request Fulblmant.
- Problem Management
- Access Management
 Functions
 Service Desk
 Technical Management

- IT Operations Management
- Adjoint ation Management

SERVICE DESIGN

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- Service Cetalogue Management
- Service Level Management.
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Intermetion Security Management
- Supplier Management

SERVICE TRANSITION

- Transition Planning & Support
- Change Management
- Service Asset & Configuration Management
- · Statement & Deployment Minningerment
- Service Validation & Testing
- Change Evaluation
- Knowledge Management

CONTINUAL SERVICE

IMPROVEMENT 7-steps Improvement process



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