Van Haren

IT Service Management Based on ITIL® 2011 Edition

SERVICE STRATEGY

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

SERVICE DESIGN Design Coordination

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

SERVICE OPERATION

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

- IT Operations Management
- Adjulication Management

CONTINUAL SERVICE IMPROVEMENT 7-steps Improvement process

SERVICE TRANSITION

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



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VM Jensen

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