

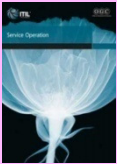

 Service Strategy	 Service Design	 Service Transition	 Service Operation	 Continual Service Improvement
Processes	<ul style="list-style-type: none"> Service Portfolio Management. Demand Management Financial Management for IT Services Strategy Management for IT services Business relationship Management 	<ul style="list-style-type: none"> Service Level Mgmt. Availability Mgmt. Design coordination Capacity Mgmt. Supplier Mgmt. Continuity Mgmt. Service Catalogue Mgmt. Information Security Mgmt. 	<ul style="list-style-type: none"> Change Management Service Asset & Configuration Mgmt. Release & Deployment Management Knowledge Management Transition Planning & Support Service Validation & testing Change Evaluation 	<ul style="list-style-type: none"> Incident Management Event Management Request Fulfilment Access Management Problem Management 	<ul style="list-style-type: none"> The 7-step Improvement process
Functions				<ul style="list-style-type: none"> Service Desk IT operations management Application management Technical Management 	