

ITIL® SERVICE LIFECYCLE
 PROCESS/RACI REFERENCE MATRIX



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USEFUL ITIL ACRONYMS

A	M
ACD - Automatic Call Distribution	MoR - Management of Risk
AM - Availability Management	MTBF - Mean Time Between Failures
AMIS - Availability Management Information System	MTBSI - Mean Time Between Service Incidents
ASP - Application Service Provider	MTRS - Mean Time to Restore Service
	MTTR - Mean Time to Repair
B	N
BCM - Business Capacity Management	NPV - Net Present Value
BCM - Business Continuity Management	
BCP - Business Continuity Plan	O
BIA - Business Impact Analysis	OGC - Office of Government Commerce
BPO - Business Process Outsourcing	OLA - Operational Level Agreement
BRM - Business Relationship Manager	OPEX - Operational Expenditure
BSI - British Standards Institution	OPSI - Office of Public Sector Information
BSM - Business Service Management	
C	P
CAB - Change Advisory Board	PBA - Pattern of Business Activity
CAB/EC - Change Advisory Board Emergency Committee	PFS - Prerequisite for Success
CAPEX - Capital Expenditure	PIR - Post Implementation Review
CCM - Component Capacity Management	PSA - Projected Service Availability
CFIA - Component Failure Impact Analysis	
CI - Configuration Item	Q
CMDB - Configuration Management Database	QA - Quality Assurance
CMIS - Capacity Management Information System	QMS - Quality Management System
CMM - Capability Maturity Model	
CMMI - Capability Maturity Model Integration	R
CMS - Configuration Management System	RCA - Root Cause Analysis
COTS - Commercial off the Shelf	RFC - Request for Change
CSF - Critical Success Factor	ROI - Return on Investment
CSI - Continual Service Improvement	RPO - Recovery Point Objective
CSIP - Continual Service Improvement Programme	RTO - Recovery Time Objective
CSP - Core Service Package	
CTI - Computer Telephony Integration	S
D	SAC - Service Acceptance Criteria
DIKW - Data-to-Information-to-Knowledge-to-Wisdom	SACM - Service Asset and Configuration Management
	SCD - Supplier and Contract Database
E	SCM - Service Capacity Management
eSCM-CL - eSourcing Capability Model for Client Organisations	SFA - Service Failure Analysis
eSCM-SP - eSourcing Capability Model for Service Providers	SIP - Service Improvement Plan
	SKMS - Service Knowledge Management System
F	SLA - Service Level Agreement
FMEA - Failure Modes and Effects Analysis	SLM - Service Level Management
FTA - Fault Tree Analysis	SLP - Service Level Package
	SLR - Service Level Requirement
I	SMO - Service Maintenance Objective
IRR - Internal Rate of Return	SoC - Separation of Concerns
ISG - IT Steering Group	SOP - Standard Operating Procedures
ISM - Information Security Management	SOR - Statement of Requirements
ISMS - Information Security Management System	SPI - Service Provider Interface
ISO - International Organisation for Standardisation	SPM - Service Portfolio Management
ISP - Internet Service Provider	SPO - Service Provisioning Optimisation
IT - Information Technology	SPOF - Single Point of Failure
ITSCM - IT Service Continuity Management	
ITSM - IT Service Management	T
ITSMF - IT Service Management Forum	TCO - Total Cost of Ownership
IVR - Interactive Voice Response	TCU - Total Cost of Utilisation
K	TO - Technical Observation
KE - Known Error	TOR - Terms of Reference
KEDB - Known Error Database	TQM - Total Quality Management
KPI - Key Performance Indicator	
L	U
LOS - Line of Service	UC - Underpinning Contract
	UP - User Profile
	V
	VBF - Vital Business Function
	VOI - Value on Investment
	W
	WIP - Work in Progress

LEGEND R = Process/Function Responsible A = Process/Function Accountable C = Process/Function Consulted I = Process/Function Informed	Senior Business	SERVICE STRATEGY	Demand Management	Financial Management	SERVICE DESIGN	Service Level Management	Service Catalogue Management	Supplier Management	Availability Management	IT Service Continuity Management	Capacity Management	Information Security Management	SERVICE TRANSITION	Transition Planning and Support	Change Management	Release and Deployment Management	Service Validation and Testing	Evaluation	Knowledge Management	SERVICE OPERATIONS	Service Desk	Operations Management	Technical Management	Applications Management	Event Management	Incident Management	Request Fulfillment	Problem Management	Access Management	CSI MANAGER	7 Step Improvement Process	Service Reporting	Service Measurement	ROI for CSI	Business Questions for CSI
DOCUMENT / ACTIVITY																																			
Develop and Maintain Business Strategy and Objectives	A	R	C	C	C	R	C	C	C	C	C	C	C	I	I	I	I	I	I	C	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain IT Strategy and Objectives	C	A	C	C	R	C	C	C	C	C	C	C	R	I	I	I	I	I	I	R	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Service Portfolio: Service Pipeline; Retired Services	C	A	C	C	R	R	R	R	C	C	C	C	R	R	R	R	I	I	I	R	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Agree Budget /Forecast future requirements	C	R	C	A	C	C	C	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Cost Model	C	R	C	A	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Service Knowledge Management System	C	C	C	C	A	R	R	R	R	R	R	R	R	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Build and Maintain Service Catalogue	C	C	C	C	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
Negotiate and Document Service Level Agreements	R	C	C	C	A	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Negotiate and Document Operational Level Agreements	C	C	C	C	A	R	C	I	C	C	C	C	C	C	C	C	C	C	C	C	C	R	R	R	I	I	I	I	I	C	C	C	C	C	C
Negotiate and Document Underpinning Contracts	C	C	C	C	A	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Undertake Business Impact Analysis	R	C	C	C	A	C	C	C	R	R	R	R	C	I	I	I	I	I	I	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Undertake Risk Analysis	R	C	C	C	A	R	C	C	R	R	R	R	C	C	R	R	R	R	I	C	C	R	R	R	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Business Continuity Plan	A	R	C	C	R	R	R	R	R	R	R	R	C	C	C	C	C	C	C	R	R	R	R	R	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain IT Service Continuity Plan	C	C	C	C	A	C	C	C	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Availability Plan	C	C	C	C	A	C	C	C	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Capacity Plan	C	C	C	C	A	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Information Security Policy	C	C	C	C	A	C	C	C	C	C	C	R	C	C	C	C	C	C	C	C	C	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Build and Maintain Configuration Management System: CMDB; CMIS; ISIS; SCD; KEDB	C	C	C	C	C	C	C	C	C	C	C	A	R	R	R	R	R	R	R	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C	
Create Request for Change Record Template	C	I	I	I	C	C	C	C	C	C	C	C	A	C	R	C	C	C	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Standard Change Models	C	I	I	I	C	C	C	C	C	C	C	C	A	C	R	R	C	C	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Develop and Maintain Release Policy	C	I	C	I	C	C	C	C	C	C	C	C	A	C	C	R	R	R	C	I	I	C	C	C	I	I	I	I	I	C	C	C	C	C	C
Create Release Record Template	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Roll-out Plan Template	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Training and Communication Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Build Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Back out Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Test Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Release Implementation Plan Template	C	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Maintain and Develop DML Index	I	I	I	I	I	I	I	I	I	I	I	I	A	C	C	R	R	R	C	I	I	I	I	I	I	I	I	I	I	C	C	C	C	C	C
Create Incident Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C
Create Event Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C
Create Request Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C
Create Problem Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C
Create Known Error Record Template	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	A	R	R	R	R	C	C	C	C	C	C	C	C	C	C	C
Develop and Maintain Continuous Service Improvement Programme (CSIP)	C	C	C	C	R	R	R	R	C	C	C	C	R	C	C	C	C	C	C	R	R	R	R	R	C	C	C	C	C	A	R	R	R	R	R
Develop and Maintain Customer Satisfaction Surveys	R	C	C	C	R	R	R	R	C	C	C	C	R	C	C	C	C	C	C	R	R	R	R	R	C	C	C	C	C	A	R	R	R	R	R