ITIL® V3 PROCESS MODEL

Long Term Business Objectives

THE BUSINESS

SERVICE STRATEGY

- Definition of Business Service Requirements
- Determination of Market Space, IT Policies and Strategies
- Specification of Service Portfolio
- Demand Management
- Financial Management

Business Requirements (Utility)

- Service Pipeline
- Service Catalogue
- Retired Services

EXTERNAL SUPPLIERS

SERVICE LEVEL AGREEMENTS (SLA)

Underpinning Contracts (UC)

Service Metrics Recommendations

SERVICE OPERATION

FUNCTIONS

- Service Desk
- Operations Management
  - Operations Control
  - Facilities Management
- Technical Management
- Applications Management Lifecycle

OPERATIONAL LEVEL AGREEMENTS (OLA)

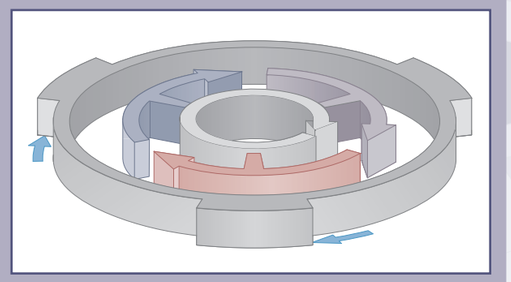
Development

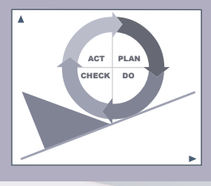
PROCESSES

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

Process & Technical Metrics

CONTINUAL SERVICE IMPROVEMENT





- Seven-Step Improvement Process
- Deming Cycle & CSI Model

Process Metrics

SERVICE DESIGN

- Service Level Management
  - Service Catalogue Management
  - Supplier Management
- Availability Management
- ITSCM
- Capacity Management
- Information Security Management

Process Metrics

Alerts, Warnings (Integrated Tool)

SKMS

- CMIS
- AMIS
- SCD

CMS

- CMDB's
- KEDB

- DML

Service Transition Package (Release)

SERVICE TRANSITION

- Change Management
- Service Asset and Configuration Management
- Knowledge Management
- Release and Deployment Management

Service Design Package (Warranty)

CHANGE ADVISORY BOARD

- Requests for Change Appraisal
- Approval
- Schedule

Abbreviations:

SKMS – Service Knowledge Management System
CMS – Configuration Management System
CMDB – Configuration Management Database
AMIS – Availability Management Information System
CMIS – Capacity Management Information System
KEDB – Known Error Database
SCD – Supplier Contract Database
ITSCM – IT Service Continuity Management

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ILX Group plc. Registered in England & Wales No. 03525870.
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ISBN 978-0-9544884-4-4 Published Nov 2007.

ITIL® SERVICE LIFECYCLE PROCESS/RACI REFERENCE MATRIX

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LEGEND

R = Process/Function Responsible
A = Process/Function Accountable
C = Process/Function Consulted
I = Process/Function Informed

	SERVICE STRATEGY			SERVICE DESIGN								SERVICE TRANSITION							SERVICE OPERATION										CONTINUAL SERVICE IMPROVEMENT					
DOCUMENT / ACTIVITY	*Senior Business Management*	*SERVICE STRATEGY MANAGER*	Demand Management	Financial Management	*SERVICE DESIGN MANAGER*	Service Level Management	Service Catalogue Management	Supplier Management	Availability Management	IT Service Continuity Management	Capacity Management	Information Security Management	*SERVICE TRANSITION MANAGER*	Transition Planning and Support	Change Management	Release and Deployment Mgt	Service Validation and Testing	Evaluation	Knowledge Management	*SERVICE OPERATION MANAGER*	Service Desk	Operations Management	Technical Management	Applications Management	Event Management	Incident Management	Request Fulfilment	Problem Management	Access Management	*CSI MANAGER*	7 Step Improvement Process	Service Reporting	Service Measurement	ROI for CSI	Business Questions for CSI
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	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	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	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
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
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
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
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	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	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	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	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	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	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	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	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	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	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	R	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	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	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	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	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	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	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	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	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	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	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	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
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
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
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
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
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
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

USEFUL ITIL ACRONYMS

A
- ACD - Automatic Call Distribution
- AM - Availability Management
- AMIS - Availability Management Information System
- ASP - Application Service Provider

B
- BCM - Business Capacity Management
- BCM - Business Continuity Management
- BCP - Business Continuity Plan
- BIA - Business Impact Analysis
- BPO - Business Process Outsourcing
- BRM - Business Relationship Manager
- BSI - British Standards Institution
- BSM - Business Service Management

C
- CAB - Change Advisory Board
- CAB/EC - Change Advisory Board Emergency Committee
- CAPEX - Capital Expenditure
- CCM - Component Capacity Management
- CFIA - Component Failure Impact Analysis
- CI - Configuration Item
- CMDB - Configuration Management Database
- CMIS - Capacity Management Information System
- CMM - Capability Maturity Model
- CMMI - Capability Maturity Model Integration
- CMS - Configuration Management System
- COTS - Commercial off the Shelf
- CSF - Critical Success Factor
- CSI - Continual Service Improvement
- CSIP - Continual Service Improvement Programme
- CSP - Core Service Package
- CTI - Computer Telephony Integration

D
- DIKW - Data-to-Information-to-Knowledge -to-Wisdom

E
- eSCM-CL - eSourcing Capability Model for Client Organisations
- eSCM-SP - eSourcing Capability Model for Service Providers

F
- FMEA - Failure Modes and Effects Analysis
- FTA - Fault Tree Analysis

I
- IRR - Internal Rate of Return
- ISG - IT Steering Group
- ISM - Information Security Management
- ISMS - Information Security Management System
- ISO - International Organisation for Standardisation
- ISP - Internet Service Provider
- IT - Information Technology
- ITSCM - IT Service Continuity Management
- ITSM - IT Service Management
- ItSMF - IT Service Management Forum
- IVR - Interactive Voice Response

K
- KE - Known Error
- KEDB - Known Error Database
- KPI - Key Performance Indicator

L
- LOS - Line of Service

M
- MoR - Management of Risk
- MTBF - Mean Time Between Failures
- MTBSI - Mean Time Between Service Incidents
- MTRS - Mean Time to Restore Service
- MTTR - Mean Time to Repair

N
- NPV - Net Present Value

O
- OGC - Office of Government Commerce
- OLA - Operational Level Agreement
- OPEX - Operational Expenditure
- OPSI - Office of Public Sector Information

P
- PBA - Pattern of Business Activity
- PFS - Prerequisite for Success
- PIR - Post Implementation Review
- PSA - Projected Service Availability

Q
- QA - Quality Assurance
- QMS - Quality Management System

R
- RCA - Root Cause Analysis
- RFC - Request for Change
- ROI - Return on Investment
- RPO - Recovery Point Objective
- RTO - Recovery Time Objective

S
- SAC - Service Acceptance Criteria
- SACM - Service Asset and Configuration Management
- SCD - Supplier and Contract Database
- SCM - Service Capacity Management
- SFA - Service Failure Analysis
- SIP - Service Improvement Plan
- SKMS - Service Knowledge Management System
- SLA - Service Level Agreement
- SLM - Service Level Management
- SLP - Service Level Package
- SLR - Service Level Requirement
- SMO - Service Maintenance Objective
- SoC - Separation of Concerns
- SOP - Standard Operating Procedures
- SOR - Statement of Requirements
- SPI - Service Provider Interface
- SPM - Service Portfolio Management
- SPO - Service Provisioning Optimisation
- SPOF - Single Point of Failure

T
- TCO - Total Cost of Ownership
- TCU - Total Cost of Utilisation
- TO - Technical Observation
- TOR - Terms of Reference
- TQM - Total Quality Management

U
- UC - Underpinning Contract
- UP - User Profile

V
- VBF - Vital Business Function
- VOI - Value on Investment

W
- WIP - Work in Progress

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ISBN 978-0-9544884-4-4 Published Jan 2008.