

Processes of Service Support and Service Delivery in IT Service Management

Support for process modelling according to ITIL (**V3, ITIL Service Lifecycle**) is available also (ITIL Expert, APMG).

Content:

- ISO/IEC 20000-1 : 2011 as the standard to show compliance to ITIL criteria
- Framework for a management system
- 6 processes for service design and management
- Relationship with customers and suppliers
- Incident and problem management
- Control processes: configuration, change, implementation
- Release management

ITIL compliance will be demonstrated by the use of the self assessment questionnaire.

- Structure of the questionnaire for 13 processes
 - Requirements for a management system
 - Planning and implementing service management (PDCA)
 - Planning and implementing new or changed services
 - Service delivery processes (SLM, SerRep, ITSerCon&AvM, BudAcc, CapM, InfoSec)
 - Relationship processes (BusReIM, SupM)
 - Resolution processes (IncM, ProbM)
 - Control processes (ConfM, ChgM)
 - Release processes (ReIM)
-
- Code of practice from ISO/IEC 20000-2 : 2012
 - Summary for the management
 - Guide line and recommendations for the implementation and process modelling

- Effects of the integration into an existing management system
- Management manual includes IT Service Management
- Method for process modelling aligned with quality management
- Role descriptions are consistent to those already existing
- Key performance indicators against the established reporting system