

ITIL (Prozesse und Funktionen)

Service Transition

- Transition Planning and Support (Prozess)
- Service Asset and Configuration Management (Prozess)
- Change Management (Prozess)
- Release and Deployment Management (Prozess)
- Service Validation and Testing (Prozess)
- Evaluation (Prozess)
- Knowledge Management (Prozess)

Service Design

- Service Catalogue Management (Prozess)
- Service Level Management (Prozess)
- Capacity Management (Prozess)
- IT Service Continuity Management (Prozess)
- Availability Management (Prozess)
- Security Management (Prozess)
- Supplier Management (Prozess)
- Application Management (Funktion)
- Requirement Engineering (Funktion)
- Data and Information Management (Funktion)

Service Strategy

- Financial Management (Prozess)
- Service Portfolio Management (Prozess)
- Demand Management (Prozess)

Service Operation

- Incident Management (Prozess)
- Request Fulfillment (Prozess)
- Event Management (Prozess)
- Problem Management (Prozess)
- Access Management (Prozess)
- Service Desk (Funktion)
- Technical Management (Funktion)
- IT Operations Management (Funktion)
- Application Management (Funktion)

Continual Service Improvement

- 7-Step Improvement-Prozess (Prozess)
- Service Reporting (Prozess)
- Service Measurement (Prozess)

