ITIL® v3 2011

Value
Utility
Warranty

Price
Utility
Warranty

Warranty - Fit for use
Availability
Capacity
Continuity
Security
Reliability
Useability
Affordability

Utility - Fit for purpose
Increased gain - Outcomes supported
Decreased loss - Constraints removed

Service Portfolio
Service Pipeline
Service Catalogue
Retired Services

Continual Service Improvement

Service Review

Process Evaluation

Definition of
CSI Initiatives

Monitoring
of CSI
Initiatives

Service Design

Design Coordination

Service Catalogue Mgmt

Information Security Mgmt

Availiability Management

Capacity Management

Continuity Management

Service Level Mgmt

Supplier Management

Service Transition

Project Management
(Transition Planning & Support)

Service Asset & Configuration Mgmt

Release & Deployment Mgmt

Change Management

Change Evaluation

Service Validation
& Testing Evaluation

Knowledge Management

Service Strategy

Strategy Management
Service Portfolio Management
Business Relationship Mgmt
Demand management
Financial management

Service Operation

Event Management

Incident Management

Request Fullfilment

Access Management

Problem Management

IT Operations Control

Application Management

Technical Management

Service Desk

Service Knowledge Management System

Patterns of Business Activity

Consumption

Customer
Assets

Service
Assets

Production

Capacity

Value to customer

Outcome for customer

Output from service

Service

Costs   Risks

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