

Important ITIL® V3 Terms

Service

A means of delivering value to customers by facilitating outcomes

Service Management

Specialized organizational capabilities to provide value to customers through services

Service Assets

A service provider's capabilities and resources

Capabilities

Functions and processes that manage services

Resources

Used to deliver services

Function

A specialized unit of an organization

Service Operation Functions

Service Desk - Single point of contact

Technical Mgmt - Provides technical skills

Application Mgmt - Manages applications

IT Ops Mgmt - Performs daily activities; Includes IT Ops Control and Facilities Management

Utility

Service meets a particular need (fit for purpose)

Warranty

Service is available as needed with sufficient capacity, continuity and security (fit for use)

Service Portfolio

Complete set of services managed by a service provider

Configuration Management System

Set of tools and databases used to manage configuration data; maintains one or more configuration management databases (CMDBs)

Service Knowledge Management System

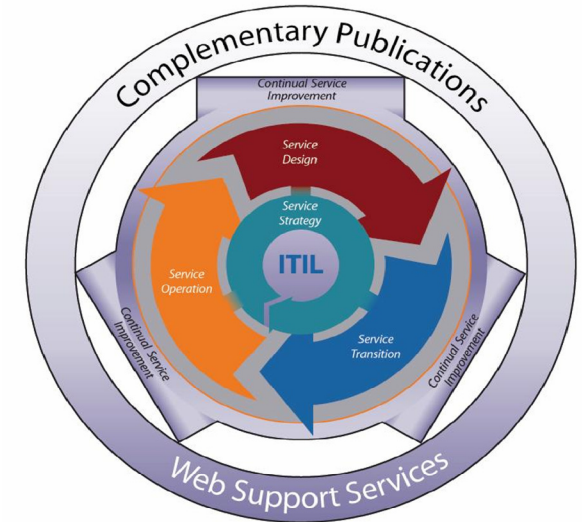
Set of tools and databases used to manage knowledge and information

About ITSM Academy

ITSM Academy, Inc., founded in 2003, provides IT Service Management (ITSM) education and advice in both public and corporate on-site classrooms. We've built our model so that our training is interesting, interactive and sustainable. "...educate and inspire" is not just our corporate slogan, it speaks to our core mission and goal.

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®) and ISO/IEC 20000 certification courses, workshops and simulations such as Apollo 13 and Living the Lifecycle™. Other ITSM training includes Visible Ops®, Microsoft Operations Framework (MOF) and CobIT®.

As a Project Management Institute (PMI®) Registered Education Provider (R.E.P.), ITSM Academy issues Professional Development Units (PDUs) for our courses.



ITIL® V3 Lifecycle Reference Card



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| Service Strategy | Service Design | Service Transition | Service Operation | CSI |
|-------------------|-----------------------|---------------------------------|---------------------------|-----|
| Service Portfolio | | | | |
| Financial | | | | |
| | Service Catalog | | | |
| | Service Level | | | |
| | Availability | | | |
| Demand | Capacity | | | |
| | IT Service Continuity | | | |
| | Information Security | | | |
| | Supplier | | | |
| | | Change | | |
| | | Service Asset and Configuration | | |
| | | Release and Deployment | | |
| | | Knowledge | | |
| | | | Event | |
| | | | Incident | |
| | | | Problem | |
| | | | Request Fulfillment | |
| | | | Access | |
| | | | 7-Step Improvement | |



Processes Span the Service Lifecycle

Service Strategy

Design, develop and implement service management

- **Service Portfolio Management**
Manages the Service Portfolio.
- **Financial Management**
Quantifies the value of services and their assets and qualifies operational forecasting.
- **Demand Management**
Manages and influences customer demand for services.

Service Design

Design and develop services and service management processes

- **Service Catalog Management**
Provides a single source of information for all live and transitioning services.
- **Service Level Management**
Ensures an agreed level of service is provided for all current and future services.
- **Availability Management**
Ensures the level of service availability matches or exceeds agreed business needs.
- **Capacity Management**
Ensures capacity and performance of services and systems match agreed business needs.

- **IT Service Continuity Management**

Ensures the required IT technical and service facilities can be recovered within agreed business timescales.

- **Information Security Management**

Manages information security in all service and service management activities.

- **Supplier Management**

Manages suppliers and their services to provide seamless IT service quality and ensure value for money.

Service Transition

Transition new and changed services into operations

- **Change Management**
Controls changes throughout the service lifecycle.
- **Service Asset and Configuration Management**
Defines and controls service components and maintains accurate configuration records.
- **Release and Deployment**
Builds, tests and delivers the capabilities to provide services that meet the stakeholders' requirements and objectives.
- **Knowledge Management**
Gathers, analyzes, stores and shares knowledge and information within an organization.

Service Operation

Manage service delivery and support

- **Event Management**
Manages events.
- **Incident Management**
Restores normal service operation as quickly as possible to minimize business impact and maintain service quality and availability.
- **Problem Management**
Manages the lifecycle of problems to minimize the impact of incidents, prevent recurring incidents and prevent incidents and problems.
- **Request Fulfillment**
Handles service requests from users.
- **Access Management**
Allows users to make use of IT services, data or other assets.

Continual Service Improvement

Create and maintain business value through better service design, transition and operation

- **7-Step Improvement Process**
Identifies and implements improvements throughout the service lifecycle.