Van Haren

IT Service Management Based on ITIL® 2011 Edition

SERVICE STRATEGY

- Strategy Management for IT Services
- · Financial Management for IT Services
- Service Portfolio Management
- . Demand Management
- · Business Relationship

Management

SERVICE OPERATION

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

. Service Desk

- Technical Management
- IT Operations Management
- Application Management

SERVICE DESIGN

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management Information Security Management
- Supplier Management

SERVICE TRANSITION

- Transition Planning & Support
- Change Management
- Service Asset & Configuration Management
- Release & Deployment
- Management
- Service Validation & Testing
- Change Evaluation
- Knowledge Management



CONTINUAL SERVICE IMPROVEMENT

7-steps improvement process



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Jan van Bon

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