

ITIL Edition 2011 Components

Service Strategy

Financial Management

Service Portfolio
Management

Business Relationship
Management

Demand Management

Strategy Generation

Service Design

Service Level Management

Availability Management

Capacity Management

IT Service Continuity
Management

Service Catalog
Management

Information Security
Management

Supplier Management

Design Coordination

Requirements Engineering

Data & Information
Management

Service Transition

Change Management

Service Asset & Config.
Management

Release and Deployment
Management

Transition Planning and
Support

Service Validation and
Testing

Change Evaluation

Knowledge Management

Service Operation

Incident Management

Problem Management

Request Fulfilment

Access Management

Event Management

Technical Management

IT Operations
Management

Applications
Management

Service Desk

Operational Activities in
other Lifecycle Phases

Continual Service Improvement

Service Improvement

Service Measurement

Service Reporting

Governance Processes

Operational Processes

Functions

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Michal Rosen-Zvi



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