

Business Service Management

Requirements/demand:

Utility:

Name, description, purpose, impact, contacts

Warranty:

Service levels, targets, service hours, assurance, responsibilities

Assets/resources:

Systems, assets, components

Assets/capabilities:

Process, supporting targets, resources

Assets/capabilities:

Resources, staffing, skills

Business Service A

Business process 1

Business process 2

Business process 3

IT Service

Policy/strategy governance compliance

Service

SLAs/SLRs including cost/price

Infrastructure

Environment

Data

Applications

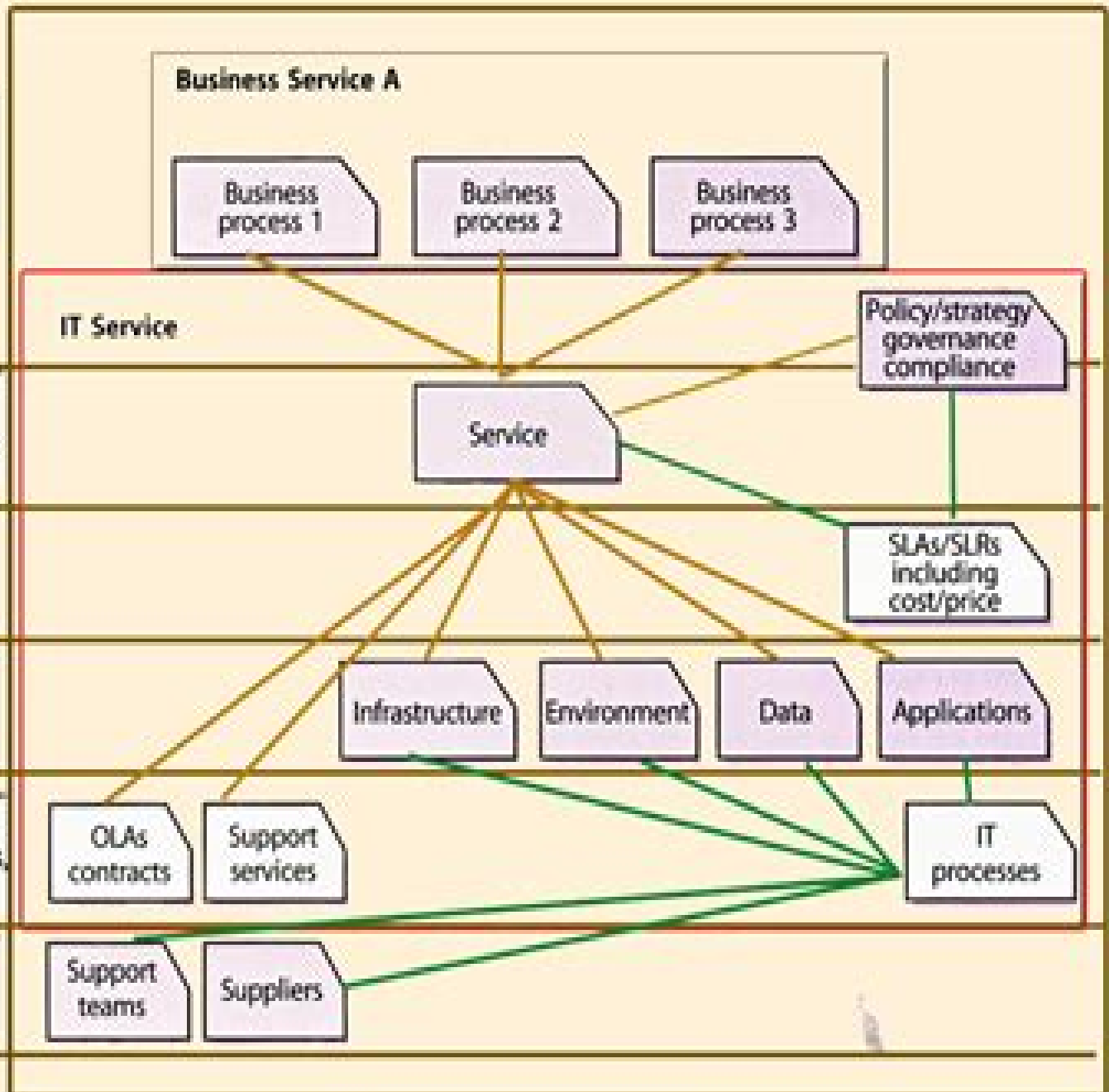
OLAs contracts

Support services

IT processes

Support teams

Suppliers



Itil 2011 5 Aspects Service Design

Scott C. Dulebohn



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