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2 Processes

2.1 Service Strategy

2.1.1 Business Relationship Management

Interfaces Business Relationship Management	Integration with other ITIL® process groups and main information flows thereto
Customer Relations	Management of customer relations (IT Service Consumers and Prospects)
Identification of Service Requirements	Identification of Required Service Outcomes from the customer's perspective and harmonization with the Service Portfolio
Contract Conclusion for IT Standard Services	Agree upon the Provision Contracts for IT Standard Services with the IT Service Consumers
Customer Satisfaction Surveys	Proactive Collection of Information about the Satisfaction of the IT Service Consumers with the IT Services and Introduction of necessary activities thereof
Customer Feedback Management	Management of feedback from the IT Service Customers and triggering of necessary actions thereof
Monitoring of Customer Complaints	Monitoring of customer complaints to enable necessary counter activities

2.1.2 Management of IT Service Strategy

Interfaces Management of IT Service Strategy	Integration with other ITIL® process groups and main information flows thereto
Strategic Assessment of IT Services	Strategic evaluation of the organization of the IT Service Provider and of the offered IT Services

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Conception of IT Service Strategy

Definition of the IT Service Strategy and harmonization with the business strategy

Implementation of IT Service Strategy

Operational implementation of the IT Service Strategy

2.1.3 Demand Management

Interfaces Demand Management

Integration with other ITIL® process groups and main information flows thereto

Demand Prognosis

Analysis of the IT Service Consumption and creation of a forecast thereto

Demand Control

Control of the IT Service Consumption by appropriate technical and financial means

2.1.4 Service Portfolio Management

Interfaces Service Portfolio Management

Integration with other ITIL® process groups and main information flows thereto

Preparation for Service Design

Definition and analysis of requirements for new respective modified Services from IT perspective

Initiation of Service Design

Triggering of Service Design via Change Management

Review and Maintenance of the Service Portfolio

Review and maintenance of the Service Portfolio over the life cycle

2.1.5 Financial Management

Interfaces Financial Management

Integration with other ITIL® process groups and main information flows thereto

IT Financial Organization

Definition of rules and structures for the economic control of IT Service Provision

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IT Budgeting	Creation of the budgets for the IT for integration into the overall company's budget and approval as part of the company wide budgeting process
IT Forecast	Monthly forecast to compare the realized results with budget and creation of a projection for the following periods
IT Cost Monitoring	Collection, allocation and monitoring of the costs of IT service delivery
Invoicing for IT Services	Creation and transmission of invoices for the IT service delivery to the customer
IT Profitability Analysis	Analysis of profitability of the IT Services
IT Financial Reporting	Reporting of planned, actual and forecasted costs and revenues of the IT Services and possible improvements of the profitability

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2.2 Service Design

2.2.1 Service Design Coordination

Interfaces Service Design Coordination	Integration with other ITIL® process groups and main information flows thereto
Organization of Service Design Coordination	Coordination and provision of the resources and skills for the design of IT Services based upon a standardized methodology
Service Design Planning	Detailed planning of all activities within the phase of Service Design
Service Design Monitoring	Coordination of design activities of all processes of Service Design and evaluation whether the new respective modified IT Service can be provided in an economic manner regarding the requirements of the customers
Technical and organizational Service Design	Definition how a new respective modified IT Service is provided from IT perspective regarding the IT Infrastructure and the IT Organization
Service Design Review	Completeness check of the Service Design Package and formal submitting of the Request for Change for the implementation

2.2.2 Service Level Management

Interfaces Service Level Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Service Level Management	Creation and maintenance of organizational rules for the Service Level Management
Service Level Requirement	Definition of requirements to the IT Service from business perspective
Service Level Agreement	Definition of the necessary contracts (Operational Level Agreements, Underpinning Contracts, Service Level Agreement) for the IT Service
Service Approval	Signature of all contracts for the release of the IT Service to operation

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Service Level Review and Reporting

Monitoring and reporting of the actual Service Level results and comparison with the respective goals

2.2.3 Capacity Management

Interfaces Capacity Management

Integration with other ITIL® process groups and main information flows thereto

Capacity Prognosis

Prognosis of the capacity requirements from business perspective and historical data of the IT Services

Monitoring of Capacity

Permanent monitoring of service capacities and introduction of necessary activities thereof

Capacity Reporting

Information for all requisitioners about the capacity of the IT Services and the IT Infrastructure, their utilization and performance

2.2.4 Availability Management

Interfaces Availability Management

Integration with other ITIL® process groups and main information flows thereto

Monitoring of Availability

Planning and permanent monitoring of actual availabilities of IT Services and IT Infrastructure and introduction of necessary activities thereof

Availability Test

Regular validation of procedures and automatisms for availability, reliability and restart after breakdown

Availability Reporting

Information of all requisitioners from other ITSM disciplines about the availability of the IT Services and the IT Infrastructure compared to the agreed service levels

2.2.5 Risk Management

Interfaces Risk Management

Integration with other ITIL® process groups and main information flows thereto

Risk Analysis from Business Perspective

Analysis of criticality (especially regarding value add and time response) of the business processes that are supported by the IT Services

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Risk Analysis from IT Perspective	Analysis of criticality from the perspective of the IT Organization (technology and human resources)
Risk Prevention Activities	Activities against detected risks including process and responsibilities thereto
Risk Monitoring and Reporting	Management of risk avoiding activities (surveillance, corrective actions) and reporting thereto

2.2.6 Security Management

Interfaces Security Management	Integration with other ITIL® process groups and main information flows thereto
Implementation of Security Controls	Definition and implementation of organizational and technical activities to protect the IT Organization (IT Services, IT Infrastructure, data) in respect to availability, privacy and integrity
Validation of IT Security	Regular validation of effectiveness of the IT Security activities and -installations
Security Relevant Occurrences	Detection and defense of IT Security violations
Security Review and Reporting	Check for risk conformity of the IT Security activities and reporting about IT Security Management

2.2.7 Service Continuity Management

Interfaces Service Continuity Management	Integration with other ITIL® process groups and main information flows thereto
Contingency Planning	Planning and Implementation of activities for Disaster Handling (prevention, restart, damage minimization)
Disaster Practice	Training for and verification of effectiveness of planned disaster activities
ITSCM Review and Reporting	Verification of conformity of Contingency Planning with actual risk scenario and reporting for the IT Service Continuity Management

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2.2.8 Supplier Management

Interfaces Supplier Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Supplier Management	Provision of guidelines and standards for procurement of services and products. This contains the definition of the supplier strategy and the preparation of common frame contracts (IT Procurement Guideline). This process is triggered by the IT Strategy Process respective by IT procurement relevant events
Supplier Evaluation	Evaluation and selection of new potential suppliers
Creation of supplier contracts	Negotiation and signing of binding contracts with suppliers. This process is started in case of demand for external services or supplies on a large scale
Requirement Request	Processing, checking and releasing of requirement requests for goods and services
Supplier Selection	For the actual requirement the optimal supplier is defined. If no one exists in the database the supplier evaluation is triggered
Management of the Lifecycle of Supplier Contracts	Review of the relevance of actual supplier contracts and termination of no longer needed contracts
Supplier Review and Reporting	Monitoring of the quality of suppliers, corrective activities and selection of alternative suppliers in case of continued deficiencies

2.2.9 Service Catalogue Mangement

Interfaces Service Catalogue Management	Integration with other ITIL® process groups and main information flows thereto
Service Catalogue Management	Maintenance of the Service Portfolio within the Service Catalogue and of the Service Landscape

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2.3 Service Transition

2.3.1 Transition Planning and Support

Interfaces Transition Planning and Support	Integration with other ITIL® process groups and main information flows thereto
Project Setup	Setup of the Transition Project, planning of resources and basic dates, risk- and environmental considerations
Project Planning	Planning of project structure, definition of goals and results for the project, detailed time-, milestone- and resource planning
Project Execution and Controlling	Project controlling and execution of corrective activities if necessary
Transition Reporting	Project reporting and continuous information of concerned and involved people

2.3.2 Change Management

Interfaces Change Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Change Management	Definition and maintenance of guidelines and templates for the Change Management
Registration and Classification of Changes	Assessment of completeness and initial feasibility of changes and prioritizing
Valuation of Changes	Release or denial of changes respective triggering of priority activities for urgent changes
Change Planning	Holistic planning of realization of all Changes regarding their interdependencies and available resources
Change Review and Reporting	Final review of realized changes in the Post Implementation Review and reporting thereto

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2.3.3 Change Evaluation

Interfaces Change Evaluation	Integration with other ITIL® process groups and main information flows thereto
Change Evaluation prior to Planning	Evaluation of extensive changes prior to authorization of the planning phase of the change
Change Evaluation prior to Realization	Evaluation of extensive changes prior to authorization of the realization phase of the change
Change Evaluation prior to Deployment	Evaluation of extensive changes prior to authorization of the deployment phase of the change
Change Evaluation after Deployment	Evaluation of extensive changes after the deployment phase of the change

2.3.4 Release and Deployment Management

Interfaces Release and Deployment Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Release and Deployment Management	Definition and maintenance of guidelines for the Release and Deployment Management
Release Setup	Execution of all internal and external activities to provide the release components
Rollout of Releases	Placement of the release within the production environment including documentation and training
Startup Support and Closing of Releases	Support of the go life - phase for releases and correction of initial defects
Minor Releases	Simplified processing of releases that contain minor change and low risk

2.3.5 Service Validation and Test

Interfaces Service Validation and Test	Integration with other ITIL® process groups and main information flows thereto
Definition of Test Procedures	Definition of test content, test cases and test conditions

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Component Tests	Ensuring requirements - conforming function of the IT Service Components for the IT Service
Integration Test	Ensuring requirements - conforming function of the IT Services by interaction of the IT Service Components
Acceptance Test	Acceptance testing of the IT Service against Specifications in the Service Level Agreement by the IT Service Consumers

2.3.6 Service Asset and Configuration Management

Interfaces Service Asset and Configuration Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Service Asset and Configuration Management	Definition and implementation of guidelines for the handling of and the structure for the Configuration Management System
Configuration Management Audit and Reporting	Periodic validation of the Configuration Management System's content and discipline specific reporting

2.3.7 Application Development and Customizing

Interfaces Application Development and Customizing	Integration with other ITIL® process groups and main information flows thereto
Application Development and Customizing	Realization respective customization of IT Applications for provision of functionalities of IT Services

2.3.8 End of Life for IT Services

Interfaces End of Life for IT Services	Integration with other ITIL® process groups and main information flows thereto
End of Life for IT Services	Management of end of life cycle for IT Services

2.3.9 Knowledge Management

Interfaces Knowledge Management	Integration with other ITIL® process groups and main information flows thereto
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Knowledge Management

Collection, analysis, archiving and provision of knowledge and information of IT Service Management within the enterprise

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2.4 Service Operation

2.4.1 Event Management

Interfaces Event Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Event Management	Setup and maintenance of systems and guidelines for event recognition
Event Monitoring	Recognition and filtering of those events that require activities, and introduction of necessary activities thereof
Event Tracking and Closure	Check of activities to events for effectivity and trend analysis

2.4.2 Incident Management

Interfaces Incident Management	Integration with other ITIL® process groups and main information flows thereto
Organization of Incident Management	Creation and maintenance of the guidelines for the Incident Management
Incident Registration	Registration, documentation and categorization respective prioritizing of incidents and service requests and triggering of the further activities and the troubleshooting
Incident Resolution First Level	Immediate resolution of the incident as far as possible in agreed schedule, otherwise transfer to Second Level Support
Incident Resolution Second Level	Incident Resolution by specialists of the Second Level Support within agreed time frame, if necessary involvement of the Third Level Support (external IT Service Provider respective system supplier)
Incident Monitoring and Escalation	Escalation in case of troubles during incident resolutions
Major Incidents	Prioritized processing of grave incidents (Major Incidents) and involving the Problem Management if necessary

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Incident Tracking and Closure	Ensuring the effectiveness of incident resolution and formal closing
User Information	Information of the users about known respective planned interruptions or disturbances of IT Services and the progress of incident resolution
Incident Reporting	Reporting and information provision about the incident occurrences

2.4.3 Problem Management

Interfaces Problem Management	Integration with other ITIL® process groups and main information flows thereto
Problem Registration	Registration, documentation and categorization respective prioritizing of problems and triggering of the problem resolution
Problem Resolution	Detection and elimination of the causes for the problem, as far as necessary provision of workarounds
Problem Tracking and Closure	Monitoring of the problem solution and documentation of causes and corrective actions and formal closing
Review of Major Problems	Analysis of Major Problems and definition of preventive activities against reoccurrence of Major Problems
Problem Reporting	Reporting and provision of information about the problem occurrences

2.4.4 Access Management

Interfaces Access Management	Integration with other ITIL® process groups and main information flows thereto
Enlistment and Retirement	Management of IT Infrastructure and IT Service Permissions supply for new employees respective handling of data and shutdown of permissions for IT Services in case of retirement
Management of User Profiles	Definition and maintenance of standardized user profiles for business conforming user roles

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User Permission Request

Handling of requests for user permissions of IT Services

2.4.5 Service Request

Interfaces Service Request

Integration with other ITIL® process groups and main information flows thereto

Service Request

Handling of service requests

Backup Recovery

Processing of backup recoveries

2.4.6 Operations Control

Interfaces Operations Control

Integration with other ITIL® process groups and main information flows thereto

IT Operations Management

Monitoring and control of the organization of operation of IT Services, IT Infrastructure and IT Facilities

Contingency Activities

Handling of emergency situations

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2.5 Continual Service Improvement

2.5.1 Service Review

Interfaces Service Review	Integration with other ITIL® process groups and main information flows thereto
Service Review	Periodical review of the IT Services for possible economic and customer oriented improvements

2.5.2 Process Management

Interfaces Process Management	Integration with other ITIL® process groups and main information flows thereto
Process Coordination	Coordination of life cycles of IT Service Management Processes and securing friction free integration
Process Controlling	Assessment of IT Service Management Processes by analysis of their performance indicators and deduction of improvement potentials
Process Review	Checking the IT Service Management Processes on regular basis and introduction of necessary activities thereof

2.5.3 Improvement Management and Reporting

Interfaces Improvement Management and Reporting	Integration with other ITIL® process groups and main information flows thereto
Planning of Improvement Activities	Planning of improvement activities regarding their dependencies
Management of Improvement Activities	Implementation of initiatives for realization of detected improvement potentials
Improvement Reporting	Collective reporting for all improvement initiatives

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3 Roles

Via the Signavio - Dictionary the responsible roles for all processes and process steps including detailed descriptions are documented.

4 Documents

Via the Signavio - Dictionary all relevant process documents for all processes including detailed descriptions are documented.

5 Key Performance Indicators

Within the folder „Documents linked“ you may find proposals for KPIs for the main process groups.

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6 Checklist for Implementation and Operation

The checklists are linked to glossary entries and with process Steps also (if appropriate).

- Checklist Change Advisory Board Agenda
- Checklist Change Record
- Checklist Change Classification
- Checklist Configuration Management System
- Checklist Configuration Management System Audit
- Checklist CSI Register
- Checklist Financial Analysis
- Checklist Forward Schedule of Change
- Checklist Initial Analysis of Incident
- Checklist Incident Management Report
- Checklist Incident Record
- Checklist Incident Closing
- Checklist Incident Escalation
- Checklist Incident Priority
- Checklist IT Risk Analysis
- Checklist IT Service Continuity Plan
- Checklist IT Service Continuity Report
- Checklist Capacity Planning
- Checklist Capacity Prognosis
- Checklist Capacity Reporting
- Checklist Disaster Plan
- Checklist Operational Level Agreement
- Checklist Post Implementation Review
- Checklist Problem Management Report
- Checklist Problem Record
- Checklist Problem Closing
- Checklist Problem Priority
- Checklist Disaster Practice Protocol
- Checklist Release Plan
- Checklist Request for Change
- Checklist Service Design Package
- Checklist Service Evaluation Report
- Checklist Service Level Agreement
- Checklist Service Level Agreement Review
- Checklist Service Level Report
- Checklist Service Level Requirement
- Checklist Service Catalogue
- Checklist Service Portfolio

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- Checklist Service Specification
- Checklist Underpinning Contract
- Checklist Availability Planning
- Checklist Availability Reporting