Client engagement

Sector engagement

Business relationship Management Demand Management Lifecycle Management of Services Service Conceptualization

Service Strategy

Service Catalog Management Pricing Marketing Service Portfolio Management Service Knowledge Management

Service Improvement

Service Level Management
OLA Management
Vendor Management
Service Measurement & Reporting
Service Improvement Management

Service Delivery Centre

Service Desk

Call Management Incident Management Request Management Access Management Customer surveys Knowledgebase

Enterprise Process Management

Enterprise Incident Management Enterprise Change Management Enterprise Problem Management Change Communications Change Management

Service Development

ICT Strategy & Governance

Strategy generation
IT Continuity Management
Infrastructure applications
– data, technology
Domain Architecture security
Information and Security Mgmt
Policy and compliance
Risk Management

PMO

Program Management Project Management Transition Planning & Support Resource Management Methodologies

Service Planning & design

Planning new & changed services Business Analysis Availability Management Capacity Management Technical architecture SOE integration Planning Solution/technical integration Customized solutions

Process design

Process Management Automation Management

Service Development & deployment

Configuration Management
Procurement
Release Mgmt (build)
Deployment Management
Infrastructure build
Service validation and testing
System integration
Handover
Enterprise Testing
Early Life Support
Evaluation

Service Operations

SO Support services

Operational Security Identity Management Support Prioritization Problem Management Event Management System monitoring & alerts

Desktop& Business Application& Hosting Services

Infrastructure applications
Database Administration
Groupware
SOE
Desktop Management
Client and Printer Mgmt
Product Lifecycle Mgmt
Personal device mgmt

Infrastructure Services

Systems SW mgmt
Data Center Management
Facilities Management
Physical environment mgmt
Network Management
Network Applications
Cabling
Backup/Storage
Data Archiving
Operations Management

Project Transition & Integration Services

Project Transition Regulatory Compliance Integration

ITIL Organisational structure Ref: SM0010

