



 <b>Service Strategy</b>	 <b>Service Design</b>	 <b>Service Transition</b>	 <b>Service Operation</b>	 <b>Continual Service Improvement</b>
Processes	<ul style="list-style-type: none"> <li>Service Portfolio Management.</li> <li>Demand Management.</li> <li>Financial Management.</li> </ul>	<ul style="list-style-type: none"> <li>Service Level Mgmt.</li> <li>Availability Mgmt.</li> <li>Service Catalogue Mgmt.</li> <li>Capacity Mgmt.</li> <li>Supplier Mgmt.</li> <li>Continuity Mgmt.</li> <li>Security Mgmt.</li> </ul>	<ul style="list-style-type: none"> <li>Change Management</li> <li>Service Asset &amp; Configuration Mgmt.</li> <li>Release &amp; Deployment Management</li> <li>Knowledge Management</li> <li>Planning &amp; Support</li> <li>Validation &amp; testing</li> <li>Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>Incident Mgmt.</li> <li>Event Mgmt.</li> <li>Request Fulfilment</li> <li>Access Mgmt.</li> <li>Problem Mgmt.</li> </ul>	<ul style="list-style-type: none"> <li>The 7-step Improvement process</li> <li>Service Reporting</li> <li>Service Measurement</li> <li>Return on Investment</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Define Market</li> <li>Dev. Strategic Assets</li> <li>Dev. Offerings</li> <li>Prepare Executions</li> </ul>	<ul style="list-style-type: none"> <li>Apps. Mgmt.</li> <li>Requirem. Engineering</li> <li>Data &amp; Inf. Mgmt.</li> </ul>	<ul style="list-style-type: none"> <li>Comm. &amp; Commitm</li> <li>Stakeholder Mgmt.</li> <li>Organisation and Stakeholders change</li> </ul>	<ul style="list-style-type: none"> <li>Operations</li> <li>Activities, Monitoring &amp;</li> <li>Control</li> </ul>	
Functions				<ul style="list-style-type: none"> <li>SD</li> <li>ITO Mgmt</li> <li>App Mgmt</li> <li>Tech. Mgmt</li> </ul>	