Patterns of Business Activity (PBA)

Budgeting

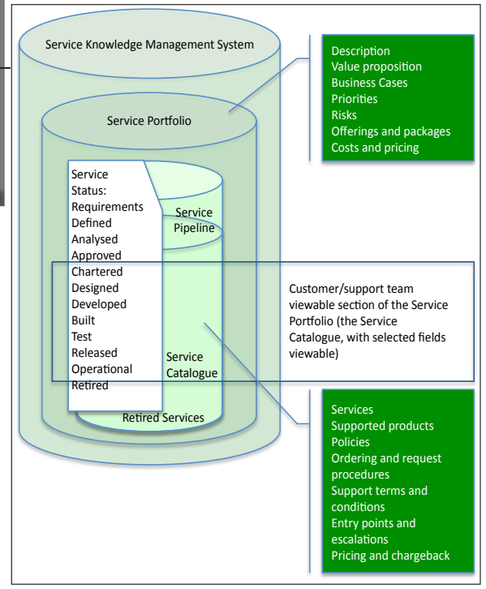
Accounting

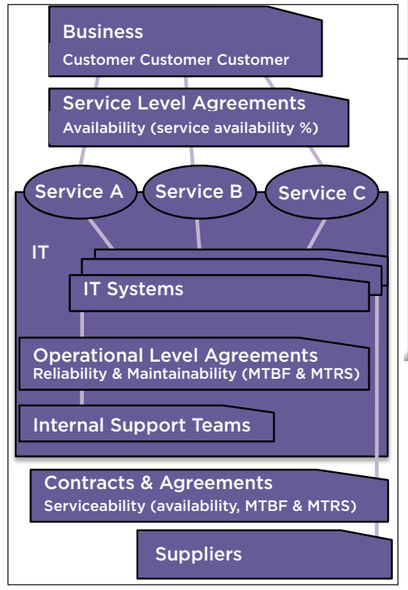
Charging

Service Strategy

- Strategy Generation
- Service Portfolio Management
- Demand Management
- Financial Management

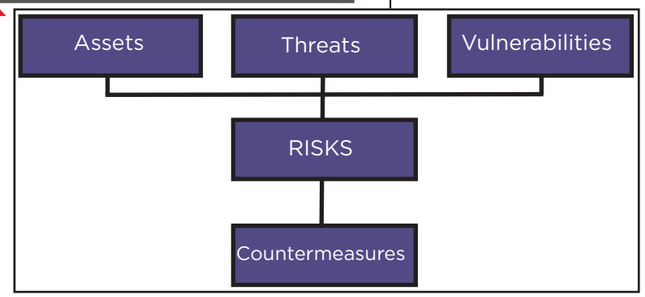
SERVICE PACKAGE
Service Level Package (SLP)
Core Services & Supporting Services



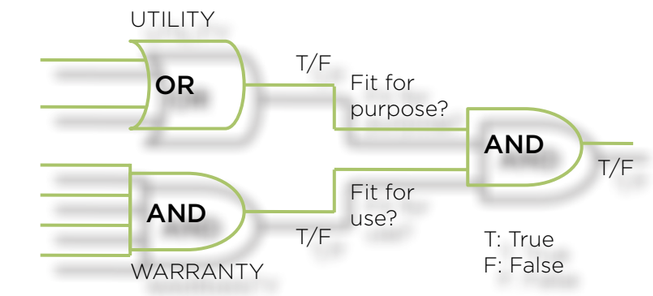


Service Design

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management



SERVICE DESIGN PACKAGE (SDP)
Requirements
Service design
Organisational readiness assessment
Service Lifecycle plans
Service Acceptance Criteria (SAC)



ITIL® V3 Foundation Course
Training Roadmap
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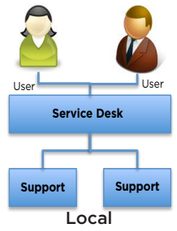
RACI Model

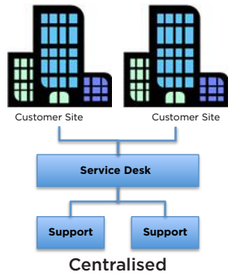
R = responsible
A = accountable
C = consulted
I = informed

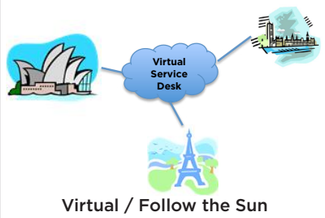
Continual Service Improvement

- 7-Step Improvement Process
- Service Reporting
- Service Measurement

SERVICE PERFORMANCE REPORTS



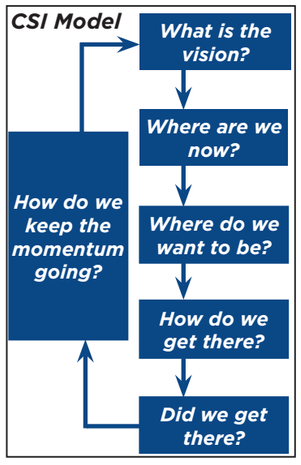


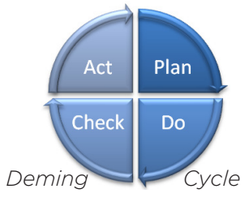


Service Operation

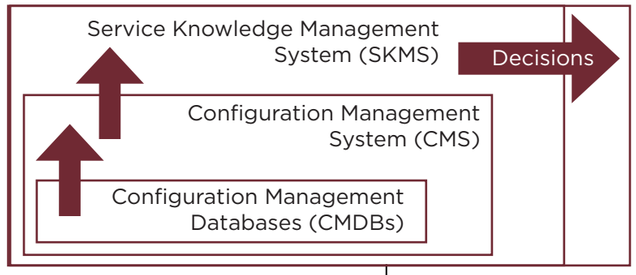
- Event Management
- Incident Management
- Problem Management
- Request Fulfilment
- Access Management
- Service Desk
- Operations Management
- Technical Management
- Application Management

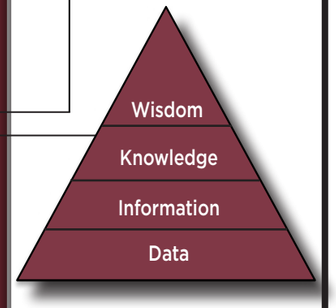
Functions





EARLY LIFE SUPPORT



Service Transition

- Change Management
- Service Asset & Configuration Management
- Knowledge Management
- Release & Deployment Management
- *Transition Planning & Support*
- *Service Testing & Validation*
- *Evaluation*