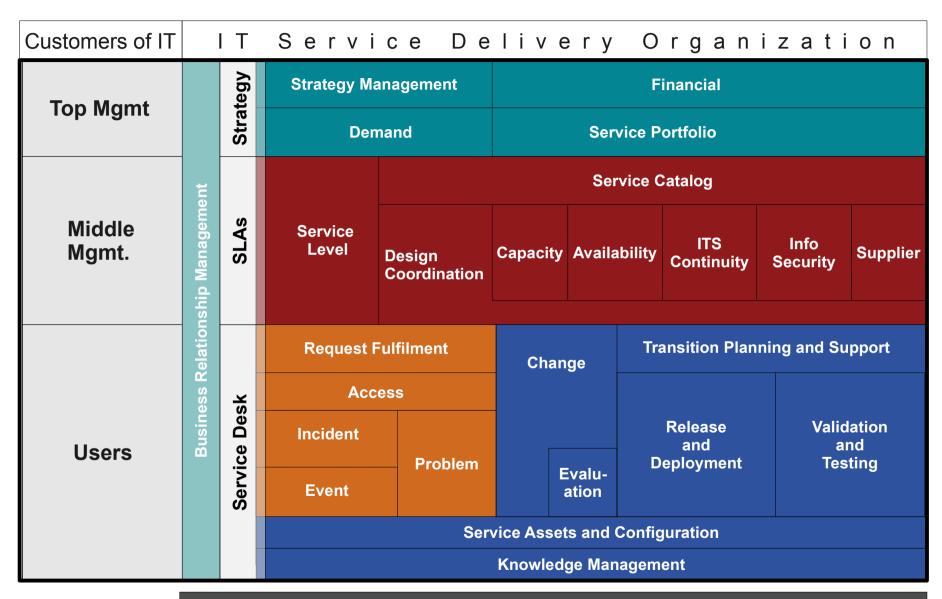
ITIL v3: The Map (2011 version)

Customers of IT	ΙT	Service	Delivery Organization	
Top Mgmt	Strategy	Service Strategy		
Middle Mgmt.	SLAs	Service Design		
Users	Service Desk	Service Operations	Service Transition	

Continual Service Improvement

(2011 version)



CSI 7 Step Improvement process