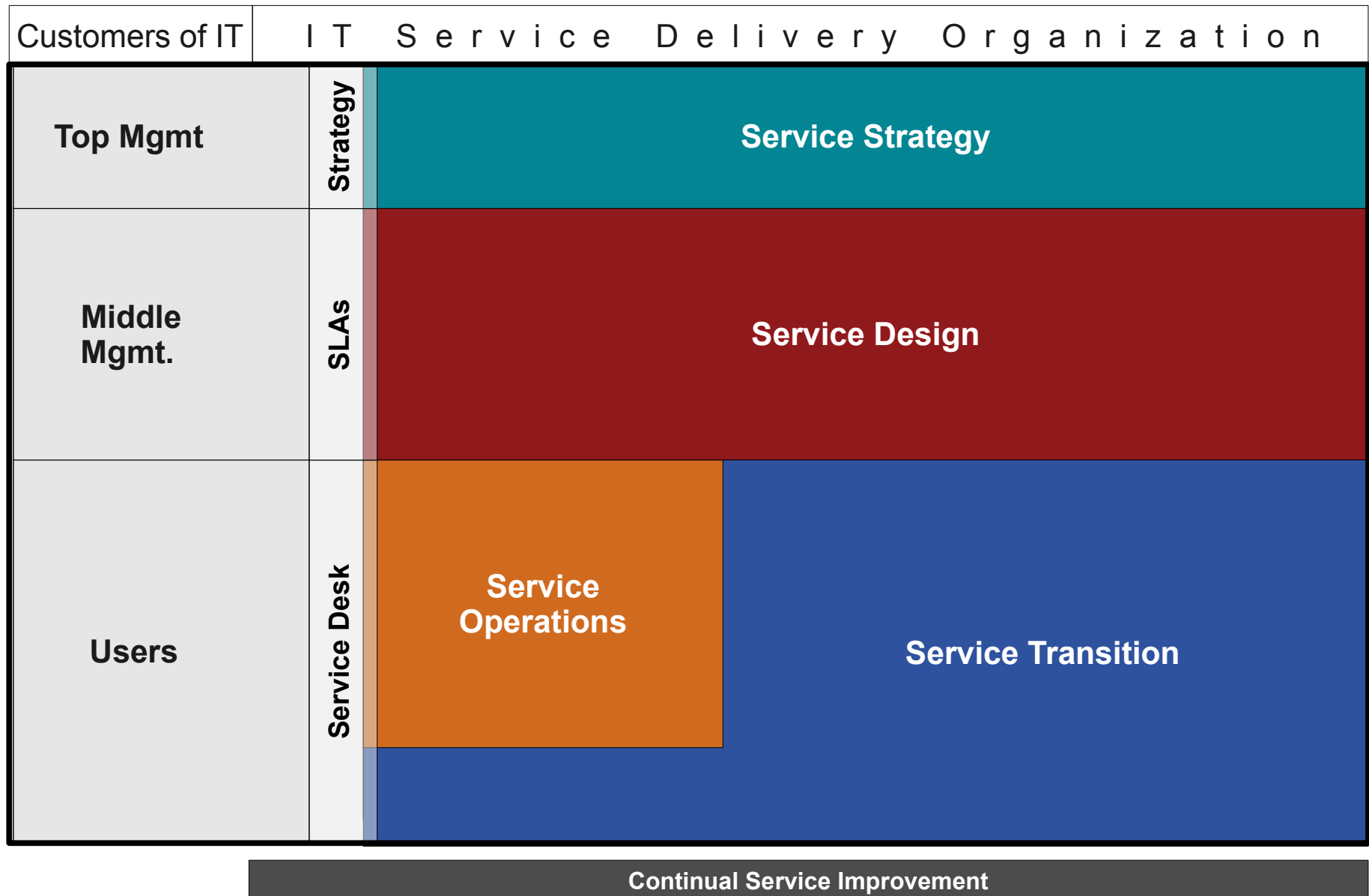


# ITIL v3: The Map

(2011 version)



# ITIL v3: The Map

## (2011 version)

Customers of IT	IT Service Delivery Organization											
<b>Top Mgmt</b>	Business Relationship Management	<b>Strategy</b>	Strategy Management			Financial						
			Demand			Service Portfolio						
<b>Middle Mgmt.</b>		<b>SLAs</b>	Service Level			Service Catalog						
						Design Coordination	Capacity	Availability	ITS Continuity	Info Security	Supplier	
			Request Fulfilment			Change		Transition Planning and Support				
			Access					Evaluation		Release and Deployment		
Incident		Problem										
Event												
<b>Users</b>		<b>Service Desk</b>	Service Assets and Configuration									
			Knowledge Management									

**CSI 7 Step Improvement process**