## SERVICE STRATEGY
Defining the Perspective, Position, Plans & Patterns to meet business outcomes
The WHY

### Strategy Management
- Defining, maintaining an organisation's P.P.P & P with regards to its services and management of those services

### Financial Management for IT
- Responsible for managing the IT's Budgeting, Accounting and Charging requirements

### Demand Management
- Understanding, anticipating and influencing customer demand for service and analysing Patterns of Business Activity

### Service Portfolio Management
- Managing the portfolio, the right mix of services to meet business outcomes at an appropriate Level of Investment

### Business Relationship Mgt
- Maintaining a Positive Interface with Customers identifying needs and the provider is able to meet these needs

## SERVICE DESIGN
Design of the services, governing practices, processes and policies.
The HOW

### IT Service Continuity Mgt
- Managing risks that could seriously affect IT services by Reducing Risk to acceptable agreed level & Planning for the Recovery

### Information Security Mgt
- Ensuring the Confidentiality, Integrity and Availability of an organisation’s assets, information and data match agreed needs

### Supplier Management
- Obtaining Value for Money from suppliers, ensuring that all Contracts with suppliers support the agreed needs of the business

### Service Catalogue Mgt
- Providing and Maintaining the service Catalogue and for ensuring that it is available to those authorised to access it

### Service Design Package
- Document Defining All Aspects of an IT service and its requirements Through each stage of its Lifecycle

## SERVICE TRANSITION
Ensures new, modified or retired services meet the expectations of the business Test, Train & Implement

### Transition Planning & Support
- Responsible for Planning all service transition processes and Coordinating the Resources that they require

### Change Management
- Controlling the lifecycle of all IT changes, enabling Beneficial changes with Minimum Disruption and risk to IT services

### Service Asset & Config Mgt
- Providing Accurate & Reliable Information about assets, their Relationships and how configured when and where it is needed

### Knowledge Management
- Sharing ideas, experience and Information, ensuring that it is Available in the right place at the right time to make Decisions

### Service Knowledge Mgt System
- A set of tools and databases that is used to manage Knowledge, Information and Data to help make informed Decisions

## SERVICE OPERATION
Coordinates & carries out the activities & processes to deliver and manage service Where VALUE is CREATED

### Event Management
- Detecting events, making sense of them and determining the Appropriate Control actions of those which are Significant

### Incident Management
- Ensuring that normal service operation is Restored as Quickly as possible and the business Impact is Minimised

### Problem Management
- Proactively Prevents Incidents from happening and Minimises the Impact of incidents that cannot be prevented

### Request Fulfilment
- Managing the lifecycle of all Service Requests within agreed targets

## SERVICE IMPROVEMENT
Improvements to services and processes to meet business outcomes

### Access Management
- Granting authorised users the right to use a service, while Preventing Access to non-authorised users

### Service Desk
- Single Point Of Contact between service provider and the User managing incidents, request and handles Communication

### IT Operational Management
- Performs the Daily Activities needed to manage IT services and the supporting IT Infrastructure

### Technical Management
- Custodian of Technical Knowledge to design, test, manage and improve the IT Infrastructure Throughout their Lifecycle

### Application Management
- Managing Applications Throughout their Lifecycle including requirements, design, build, deploy, operate and optimise

## CSI
Services are aligned with changing business needs by identifying improvements IMPROVEMENTS

### Seven Step Improvement
- Defining & managing the steps needed to Identify, Define, Gather, Process, Analyse, Present & Implement improvements

### Service / Process Owner
- The service owner is Accountable for the service and the process owner is Accountable for the process

### Governance
- Policies and strategy are implemented, correctly followed, Fair, Transparent and taking action to Resolve any Issues

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**Utility (fit for Purpose) and Warranty (fit for Use) = Value Created**