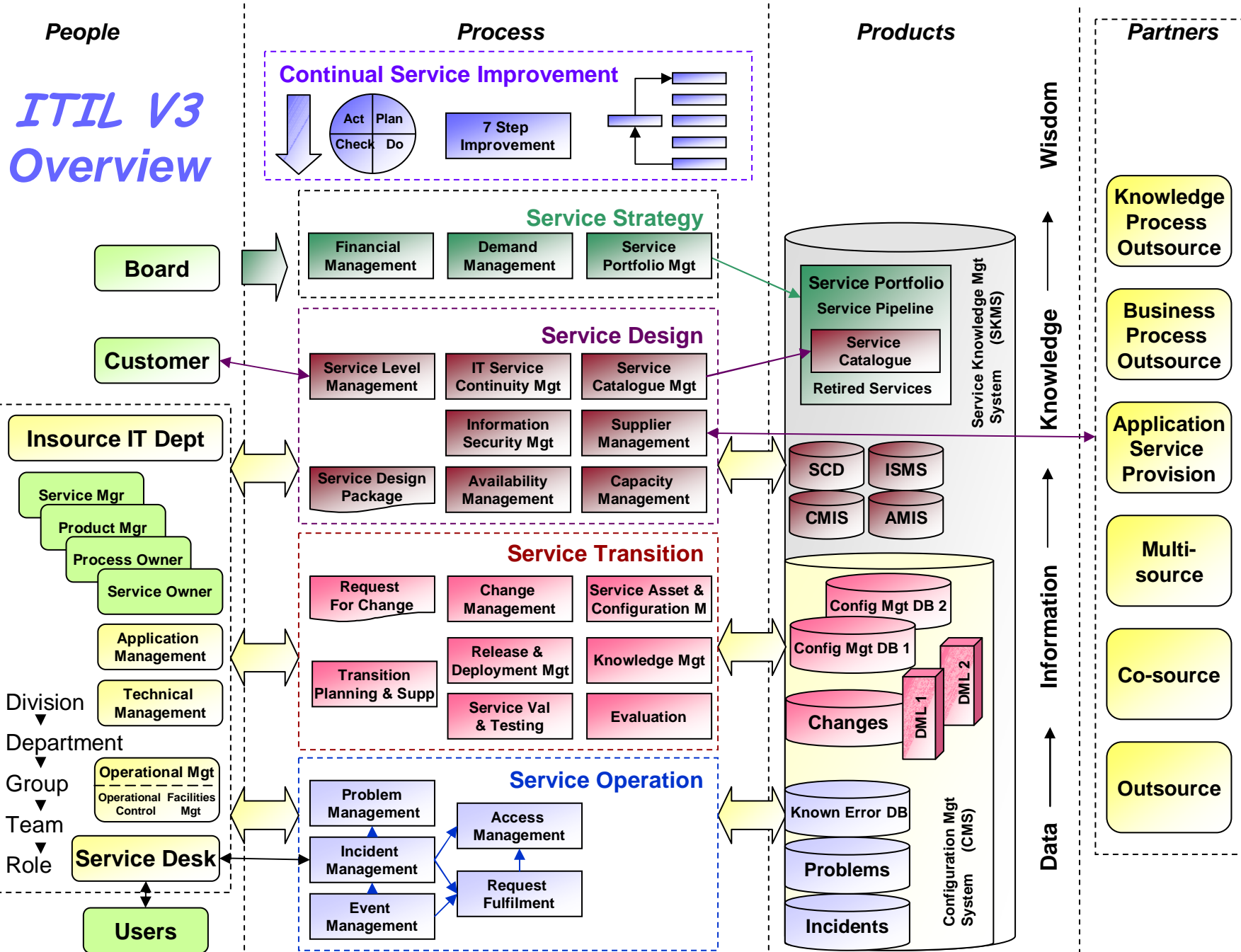


ITIL V3 Overview

Responsible
 Accountable
 Consulted
 Informed
 (RACI)



Key : DML = Definitive Media Library SCD = Supplier & Contract Database ISMS = Information Security Management System
 CMIS = Capacity Management Information System AMIS = Availability Management Information System