

ITIL V3 Service Lifecycle Processes

ITIL Book

ITIL Process	SS	SD	ST	SO
Event Management	● Tab 8.2			● 4.1
Incident Management				● 4.2
Request Fulfilment				● 4.3
Problem Management			● 4.2.7.4	● 4.4
Access Management				● 4.5
Transition Planning & Support	● 7.3		● 4.1	
Change Management			● 4.2	● 4.6.1
Service Asset & Configuration Management	● 3.2		● 4.3	● 4.6.2
Release & Deployment Management	● 7.4.1		● 4.4	● 4.6.3
Service Validation & Testing			● 4.5	
Evaluation			● 4.6	
Knowledge Management			● 4.7	● 4.6.6
Service Level Management		● 4.2		● 3.2.2
Service Portfolio Management	● 5.3&5.4			
Service Catalogue Management	● 4.2.3	● 4.1		● 6.5.9.1
Availability Management	● 7.5	● 4.4	● 4.3.6.1	● 4.6.5
Capacity Management	● 3.1.5.2	● 4.3	● 4.2.7.4	● 4.6.4
Demand Management	● 5.5	● 4.3.5.6	● 4.2.7.4	● 4.6.4.5
Service Continuity Management		● 4.5		● 4.6.8
IT Financial Management	● 5.1			● 3.2.3
Information Security Management		● 4.6		● 5.13
Supplier Management		● 4.7		
Strategy Generation	● 4			

Key: Blue Font: ITIL V2 Service Support Process ● ● ● Major coverage 3.5.12 Book section
 Red Font: ITIL V2 Service Delivery Process ● ● ● Minor coverage