

# The ITIL® Process Map V3

## Factsheet

The ITIL® Process Map V3 is a complete ITIL® Reference Model, presenting the ITIL contents in a graphical, clearly structured and navigable way. It explains how ITIL® V3 really works and does away with the need to sift through numerous ITIL® books with thousands of pages.

### Target Groups

The ITIL® Process Map V3 is designed for IT organizations or IT service providers who

- are planning a complete or partial introduction of IT Service Management according to ITIL®,
- need to re-evaluate their ITIL® processes according to the new ITIL® V3 recommendations
- prepare themselves for a certification according to ISO 20000.

### Benefits of using an ITIL® Reference Process Model

Our ITIL Reference Model - the ITIL® Process Map V3 - accompanies you in all the necessary steps from the planning of an ITIL® or ISO 20000 project through to a transformed IT organization, working along best-practice principles.

When using it, you will benefit in several ways:

- The graphical and navigable representation facilitates an understanding of the ITIL® processes and their complex interrelationships. The ITIL® Process Map is thus a very cost-efficient way of giving everyone in your IT organization a good understanding of ITIL®.
- The various ITIL® process templates and the complementary project

manual provide guidance on how to set up and carry out an implementation project.

- Effort can be saved during process design and documentation, as you simply modify existing process models and document templates - rather than starting with a blank page.
- High quality of the resulting process documentation is assured - an essential tool to market your IT organization as an effective and efficient provider of IT services.

### ISO 20000 Compatibility

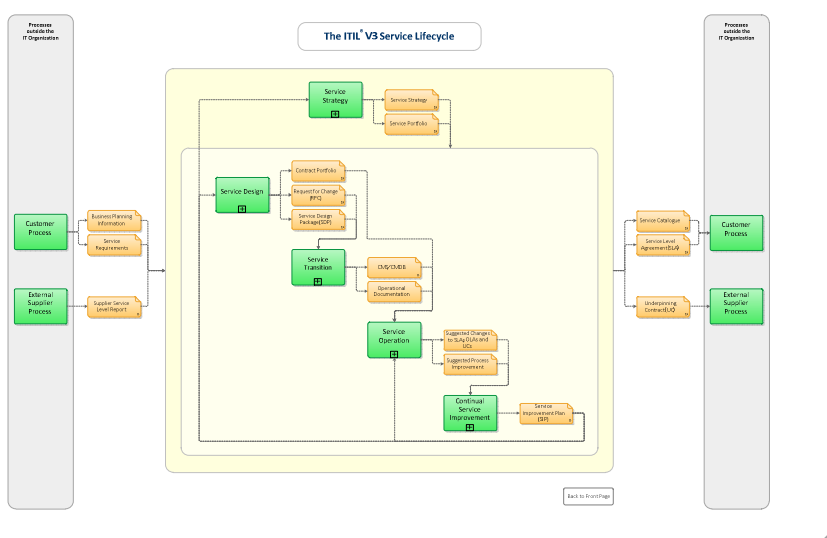
Our ITIL® Reference Process Model is fully compatible with ISO 20000. We also offer an Add-On (the "ITIL® – ISO 20000 Bridge") which maps all of the ISO 20000 requirements to the ITIL processes - the ideal way to get started with your ISO 20000 initiative and prepare yourself for the certification audit.

### Versions and Platforms

The ITIL® Process Map V3 is available in English or German for the following process management applications:

- Microsoft Visio™
- ARIS Process Platform™
- Corel iGrafx® Flowcharter™/Process™
- QMAP/ QViS Professional™
- Aeneis™ of Intellior AG
- Holocentric™ Modeler
- Primero™
- IBM® Rational® System Architect®

Overview: IT Service Management (ITIL® V3 Service Lifecycle)

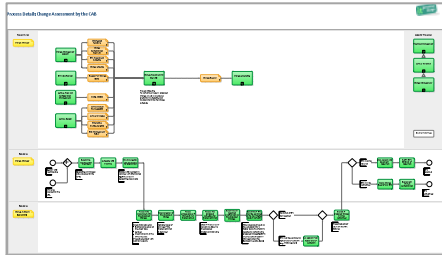


High-Level View: The ITIL® V3 Service Lifecycle



## Contents of the ITIL® Process Map V3

Our ITIL® V3 process templates cover the complete ITIL V3 Service Lifecycle: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.



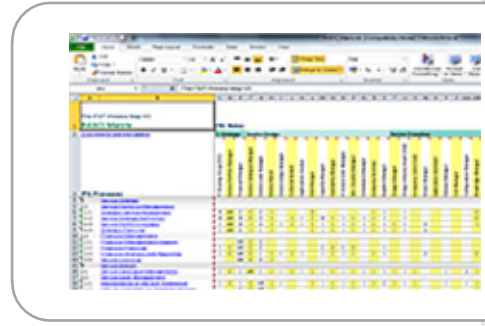
Process diagram on level 3 (BPMN Activity Chain)

One of the main strengths of the ITIL® Process Map is its presentation of the ITIL contents in four levels of detail, which allows you to start with looking at the big picture and to drill down into details where needed:

## About IT Process Maps GbR

IT Process Maps GbR was founded in 2006 by Stefan and Andrea Kempter as a privately held company in Bavaria, Germany. Its focus is on the provision of process know-how "out of a box" for IT organizations. The company's flagship product, the ITIL® Process Map V3, is a unique ITIL® Reference Process Model, used by leading businesses worldwide from a broad spectrum of industries to successfully implement ITIL and ISO 20000.

- The top-level process diagram presents the new ITIL® V3 Service Lifecycle on one single page
- Five diagrams on detail level 1 explain the five ITIL® V3 Core Disciplines
- A set of 20 overview process models on level 2 provides insight into the ITIL® V3 main processes
- On level 3, 106 detailed activity chains show what needs to be done by whom as part of a process
- A complete RACI Matrix in the form of an Excel table illustrates the participation of the ITIL® roles in the various ITIL® V3 processes
- 88 Checklists and document templates describe process outputs and other aspects of the processes in more detail
- A collection of KPIs supports the definition of process metrics
- Finally, our „Guide on Implementing ITIL® in 10 Steps“ helps you to get started with ITIL®



RACI Matrix illustrating the Participation of the ITIL® Roles in the various ITIL® V3 Processes

## Take ITIL® into your own Hands

If you don't have the financial resources to go for a full-blown ITIL® consulting package, our ITIL® templates offer you an alternative route for taking the ITIL® knowledge on board.

## ITIL® Licensed Product

The ITIL® Process Map V3 is officially licensed under the APM Group's licensing scheme. A qualified assessor verified the correctness of the material as well as alignment with the principles of OGC best practice guidance.



The company forged a number of partnerships in order to be closer to its customers from different parts of the world: USA/ Canada, Australia, Middle East, UK, Switzerland and Scandinavia.

## More Information

At [www.en.it-processmaps.com](http://www.en.it-processmaps.com) you can learn more about us and the ways the ITIL® Process Map V3 can be applied.

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