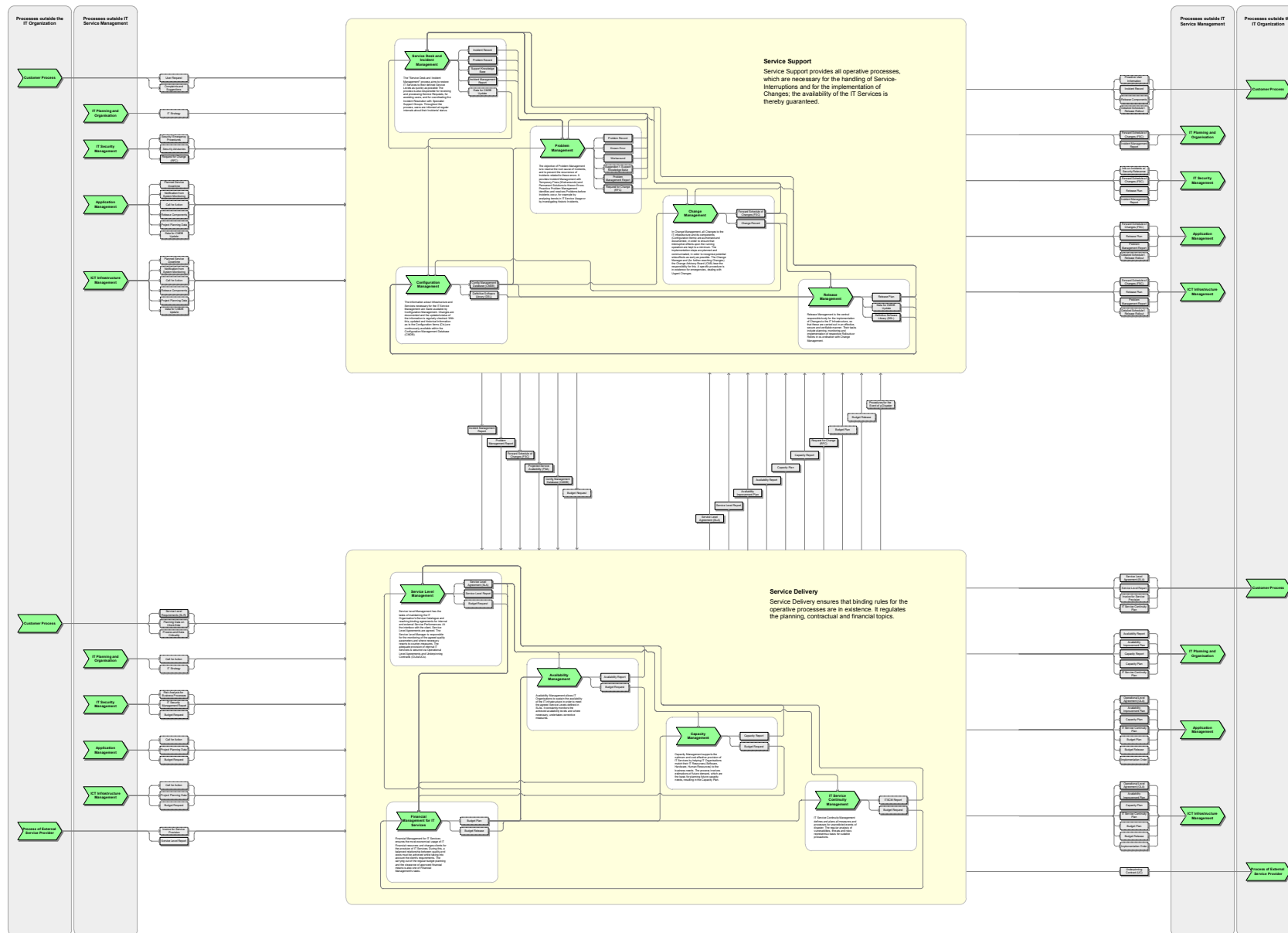


The ITIL® Process Map



The ITIL® Process Map

Get a top consultant's experience as a tool to be used in the framework of ITIL and ISO 20000 projects. You receive independent, insightful, and applicable know how about ITIL and time-tested advice on how to go about an implementation project.

Our ITIL reference model – the ITIL® Process Map – is designed to accompany 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. It offers you a complete set of templates for ITIL implementation projects, as well as easily accessible reference information for the IT Service Management domain.

Target Groups

Our products are designed for IT Organizations that are planning a complete or partial introduction of IT Service Management according to ITIL, implementing it on their own or using the assistance of consultants, need to re-evaluate their ITIL processes or prepare themselves for a certification according to ISO 20000.

About IT Process Maps

IT Process Maps GbR was founded in 2006, drawing on many years of experiences in the fields of IT Management as well as Process and Project Management. IT Process Maps GbR specializes in the provision of Reference Process Models for the IT organization based on time-tested Best-Practice recommendations.

More information

At www.it-processmaps.com you can learn more about us and the ways the ITIL® Process Map can be applied.

The ITIL® Process Map for the most recent Version 3 2011 Edition of ITIL (ITIL 2011) is available in English and German for

MS Visio™, ARIS Process Platform™, Corel iGrafx® Flowcharter™/Process™, Holocentric™ Modeler/Modelpedia, PRIMERO and IBM® Rational® System Architect®.

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