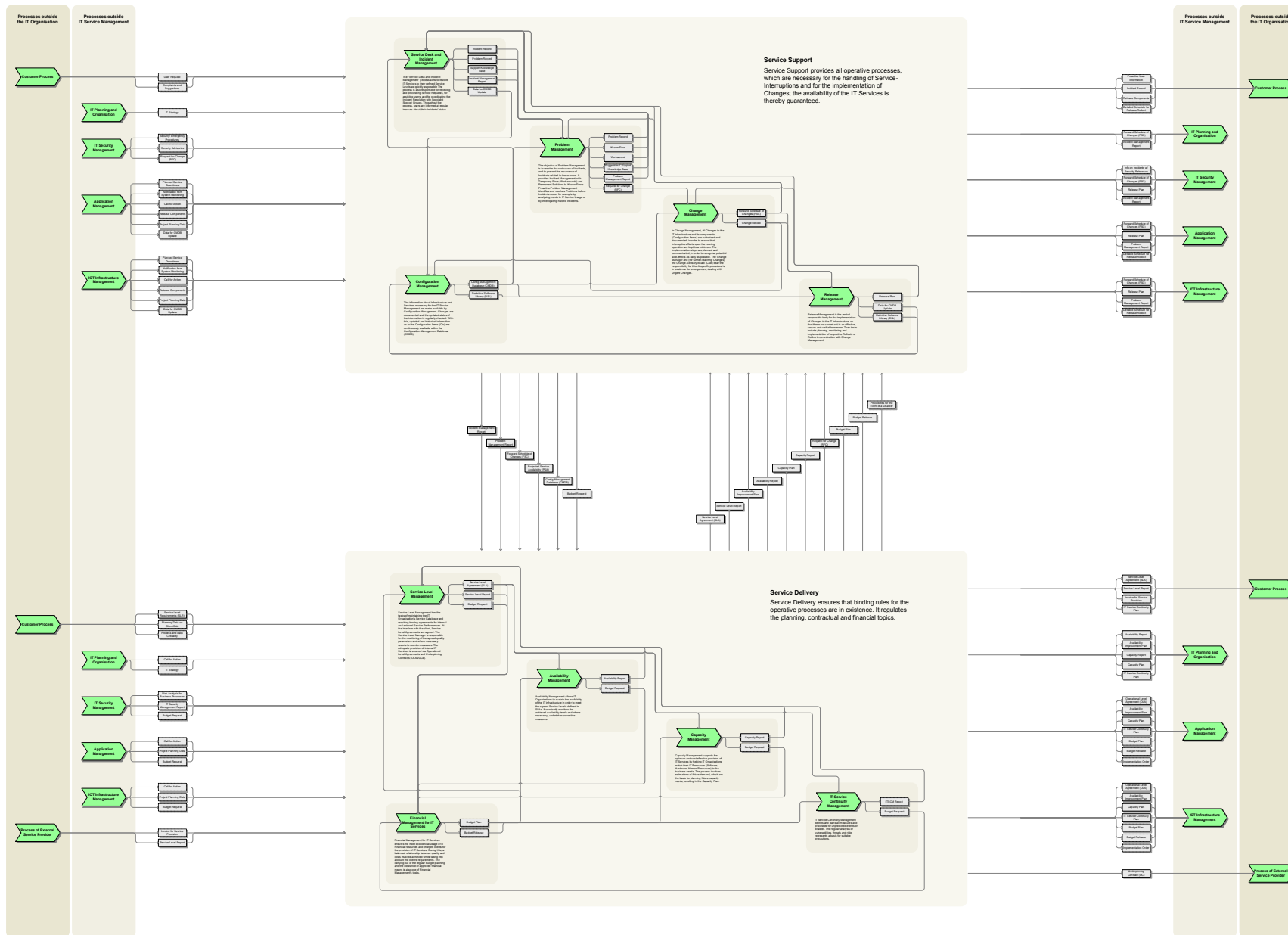


The ITIL® Process Map



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 Organisation, 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 and services are designed for IT Organisations 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 prepare themselves for a certification according to ISO 20000. Our products are also directed at consulting companies, offering their clients an efficient and successful ITIL implementation.

About IT Process Maps
From our long-standing experience as IT managers and management consultants we dispose of a solid know how in the introduction of IT Service Management, as well as Process and Project Management in general. Our focus is on the provision of tools based on time-tested Best-Practice recommendations. Should you require consulting expertise related to ITIL, we will be pleased to recommend an experienced consulting partner.

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 is available in English and German for Microsoft Visio™, iGrafx Flowcharter/Process™ and the ARIS™ Platform.

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