

Product Specification ITIL® Process Map V2 [1.0] for Visio™

Category	Properties
Product Version	V2 [1.0]
Languages	English, German
ITIL Coverage and Version	ITIL Service Support and Service Delivery (ITIL Version 2)
Application/ Environment	Microsoft Visio™ version 2003 or higher (no Microsoft Visio™ licence included)
Contents	<p>The following list describes the full contents of the ITIL® Process Map V2 – deviations are possible if the licensee purchases a subset of the full product:</p> <ul style="list-style-type: none"> – high-level view for depicting the large interrelationships within IT Service Management – activity chains across multiple processes, visualising for the ITIL core topics how the different processes cooperate – interface diagrams for every ITIL process – process overviews to break down the main ITIL processes into sub-processes – detailed process chains – a detailed and comprehensive ITIL glossary – a repository of ITIL roles, complete with descriptions – checklists to help with the definition of guidelines and process outputs – extensive suggestions for suitable Key Performance Indicators (KPIs) – project manual "ITIL Implementation Using Process Templates" – a uniform view onto the processes of the IT Organisation as a whole, considering ITIL, ISO 20000 and COBIT – detailed comparison of ISO 20000 and IT Service Management according to ITIL
Licence	Enterprise Licence (see Licence Conditions of Stefan Kempter Management Consulting)
Form of Delivery	<p>The ITIL® Process Map V2 is delivered as a zip archive containing the following files:</p> <ul style="list-style-type: none"> – ITIL® Process Map V2 as a set of linked *.vsd files – Microsoft Visio™ Stencils *.vss files – Access database (central repository for object descriptions) as *.mdb file – checklists as *.doc files – Documentation <ul style="list-style-type: none"> - User Manual as pdf file (the manual provides instructions for the use of the ITIL® Process Map; a prior knowledge of the Microsoft Visio™ application is a pre-condition for its use.) - Project manual „ITIL Implementation Using Process Templates“ as a pdf file - Comparison of ISO 20000 and ITIL as a pdf file - „Uniform IT Processes for the Entire IT Organisation“ as a pdf file
Trademarks	<p>„ITIL®“ is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office. „IT Infrastructure Library®“ is a Registered Trade Mark of the Office of Government Commerce. „COBIT“ is a Trademark of ISACA (Information Systems Audit and Control Association). „Microsoft“ and „Visio“ are a registered Trademarks of Microsoft Corp.</p>

Proprietor

Dipl.-Ing. Stefan Kempter
Mail: info@it-processmaps.com

Address

Bodelschwinghstr. 6
D-88213 Ravensburg
Germany

Banking Details

Raiffeisenbank Oberteuringen
Account No. 70385009
BLZ 651 628 32

IBAN DE87 6516 2832 0070 3850 09
BIC GENODES1OTE
VAT-ID: DE249123643

Tel/ Fax/ Internet

+49 751 2708444-0
+49-751-2708444-9
www.it-processmaps.com