



Product Specification ITIL® Process Map V3 [3.1] - QMAP™/ QVIS™

Category	Properties
Product Version	3.1
Languages	English
ITIL Version	ITIL® Version 3 (ITIL® V3)
ITIL Coverage	Complete Coverage of ITIL® V3 : <ul style="list-style-type: none"> – Service Strategy – Service Design – Service Transition – Service Operation and – Continual Service Improvement
Application/ Environment	QMAP/ QViS Professional™ version 6.1.5, or higher (a QMAP Professional™ licence is not included) Microsoft Word™ version 97 or higher (a Microsoft Word™ licence is not included)
Licence Model	Licenses to use the products are granted on a per-site basis, where a site is defined as a single company location or a cluster of adjacent company locations within one geographic region of a country. Each such site shall be entitled to use the product without limitation of time, number of users and number of copies (see Licence Conditions of IT Process Maps GbR).
Contents	
ITIL V3 Reference Process Models	<ul style="list-style-type: none"> – High-Level View depicting the large interrelationships within the ITIL® V3 Service Lifecycle – 5 Overview Diagrams for each of the ITIL® core disciplines – 20 Overview Diagrams for the ITIL® V3 main processes – 104 detailed process flows (Event-Driven Process Chains - EPCs) for all ITIL® V3 processes with <ul style="list-style-type: none"> – a complete view on all process inputs and outputs – detailed activity sequences – responsibilities for the activities, indicated by ITIL roles – linked checklists/ document templates – a description of the process objectives
Additional Reference Diagrams	<ul style="list-style-type: none"> – hierarchical ITIL process index for each of the ITIL® V3 core volumes, with all processes and sub-processes – detailed repository of the ITIL glossary terms (information objects defining the Process in- and outputs) – repository of ITIL roles, complete with descriptions

Proprietors

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Checklists/ Document Templates	<ul style="list-style-type: none">– 80 checklists to help with the definition of guidelines and process outputs
Accompanying Documentation	<ul style="list-style-type: none">– ITIL® Process Metrics (Key Performance Indicators/ KPIs) for the most important ITIL V3 processes– ITIL® Quick References:<ul style="list-style-type: none">– ITIL® V3 Glossary– ITIL® V3 Roles– ITIL® V3 Process Descriptions– ITIL® V3 Checklists– Introduction into ITIL and the ITIL® Process Map V3– ITIL® Implementation Guide– User Manual (the manual provides instructions for the use of the ITIL® Process Map V3; a prior knowledge of the QMAP Professional™ application is a pre-condition for its use.)
Form of Delivery	<p>The ITIL® Process Map V3 is delivered as a zip archive containing the following files:</p> <ul style="list-style-type: none">– ITIL® Process Map V3 [3.1] as a single QMAP/ QViS Project– Checklists/ Templates as Microsoft Word™ (*.DOC) and *.PDF files– Accompanying Documentation as *.PDF files
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 “Word” are registered Trademarks of Microsoft Corp. “QMAP/ QViS” is a registered Trademark of E Squared Software Ltd.</p>

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