



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

Category	Properties
<b>Product Version</b>	3.1
<b>Languages</b>	English
<b>ITIL Version</b>	ITIL® Version 3 (ITIL® V3)
<b>ITIL Coverage</b>	Complete Coverage of <b>ITIL® V3</b> : <ul style="list-style-type: none"> <li>– Service Strategy</li> <li>– Service Design</li> <li>– Service Transition</li> <li>– Service Operation and</li> <li>– Continual Service Improvement</li> </ul>
<b>Application/ Environment</b>	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)
<b>Licence Model</b>	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	
<b>ITIL V3 Reference Process Models</b>	<ul style="list-style-type: none"> <li>– High-Level View depicting the large interrelationships within the ITIL® V3 Service Lifecycle</li> <li>– 5 Overview Diagrams for each of the ITIL® core disciplines</li> <li>– 20 Overview Diagrams for the ITIL® V3 main processes</li> <li>– 104 detailed process flows (Event-Driven Process Chains - EPCs) for all ITIL® V3 processes with <ul style="list-style-type: none"> <li>– a complete view on all process inputs and outputs</li> <li>– detailed activity sequences</li> <li>– responsibilities for the activities, indicated by ITIL roles</li> <li>– linked checklists/ document templates</li> <li>– a description of the process objectives</li> </ul> </li> </ul>
<b>Additional Reference Diagrams</b>	<ul style="list-style-type: none"> <li>– hierarchical ITIL process index for each of the ITIL® V3 core volumes, with all processes and sub-processes</li> <li>– detailed repository of the ITIL glossary terms (information objects defining the Process in- and outputs)</li> <li>– repository of ITIL roles, complete with descriptions</li> </ul>

### Proprietors

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<b>Checklists/ Document Templates</b>	<ul style="list-style-type: none"> <li>– 80 checklists to help with the definition of guidelines and process outputs</li> </ul>
<b>Accompanying Documentation</b>	<ul style="list-style-type: none"> <li>– ITIL® Process Metrics (Key Performance Indicators/ KPIs) for the most important ITIL V3 processes</li> <li>– ITIL® Quick References:               <ul style="list-style-type: none"> <li>– ITIL® V3 Glossary</li> <li>– ITIL® V3 Roles</li> <li>– ITIL® V3 Process Descriptions</li> <li>– ITIL® V3 Checklists</li> </ul> </li> <li>– Introduction into ITIL and the ITIL® Process Map V3</li> <li>– ITIL® Implementation Guide</li> <li>– 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.)</li> </ul>
<b>Form of Delivery</b>	<p>The ITIL® Process Map V3 is delivered as a zip archive containing the following files:</p> <ul style="list-style-type: none"> <li>– ITIL® Process Map V3 [3.1] as a single QMAP/ QViS Project</li> <li>– Checklists/ Templates as Microsoft Word™ (*.DOC) and *.PDF files</li> <li>– Accompanying Documentation as *.PDF files</li> </ul>
<b>Trademarks</b>	<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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