

Product Specification ITIL® Process Map V3 [3.1] for Microsoft Visio™

Category	Properties
Product Version	3.1
Languages	English, German or Spanish
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	Microsoft Visio™ version 2003 or higher (a Microsoft Visio™ licence is not included) Microsoft Word™ version 97 or higher (a Microsoft Word™ licence is not included) Microsoft Excel® version 97 or higher (a Microsoft Excel® licence is not included) Operating Systems: Microsoft Windows™ XP, Vista or 7; usage of the Visio Addin requires .NET 2.0 or higher
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 in BPMN (Business Process Modelling Notation) 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

IT Process Maps GbR

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RASCI Matrix	<ul style="list-style-type: none"> – complete RASCI Matrix, illustrating the participation of the ITIL roles in the various ITIL V3 processes – only included in the Full-Version of the ITIL® Process Map V3 for Microsoft Visio™
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
Checklists/ Document Templates	<ul style="list-style-type: none"> – 84 checklists to help with the definition of process outputs
Repository	<ul style="list-style-type: none"> – Microsoft Excel® Repository, containing the attributes of all Process, Data Object, Role, and Checklist Shapes – only included in the Full-Version of the ITIL® Process Map V3 for Microsoft Visio™
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 – 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 Microsoft Visio™ 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 set of linked, fully customizable *.vsd files – RASCI Matrix as *.xls file – Microsoft Visio™ Stencils (*.vss files) – Microsoft Excel® Repository (central repository for Shape attributes) as *.xls file – Checklists/ Templates as Microsoft Word™ (*.doc files) – Accompanying Documentation as *.pdf files – Setup files for the Repository Feature (a Visio AddIn with custom toolbar)
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”, “Visio”, “Excel” and “Word” are registered Trademarks of Microsoft Corp.</p>

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