

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

Category	Properties
Product Version	3.1
Languages	English or German
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)
Licence	Enterprise Licence (see Licence Conditions of Stefan Kempter Management Consulting)
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
Checklists/ Document Templates	<ul style="list-style-type: none"> – 80 checklists to help with the definition of guidelines and process outputs

Proprietors

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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 *.vsd files – Visio Stencils *.vss files – Access database (central repository for object descriptions) as *.mdb file – Checklists/ Templates as Microsoft Word™ (*.doc) 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”, “Visio” and “Word” are registered Trademarks of Microsoft Corp.</p>

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