

Product Specification ITIL® Process Map V3 [3.1] for Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™

Category	Properties
Product Version	3.1
Languages	English or German
ITIL Version	ITIL® Version 3 (ITIL® V3)
ITIL Coverage	<p>Complete Coverage of ITIL® V3:</p> <ul style="list-style-type: none"> – Service Strategy – Service Design – Service Transition – Service Operation and – Continual Service Improvement
Application/ Environment	<p>Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™ version 2007 or higher (no iGrafx licence included)</p> <p>Microsoft Word™ version 97 or higher (a Microsoft Word™ licence is not included)</p> <p>Microsoft Excel™ version 97 or higher (a Microsoft Excel™ licence is not included)</p> <p>Microsoft Access™ version 2000 or higher (a Microsoft Access™ licence is not included)</p>
Licence Model	<p>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).</p>
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 volumes – 20 Overview Diagrams for the ITIL® V3 main processes – 104 detailed process flows (process chains) for all ITIL® V3 processes with – 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 Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™
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 guidelines and 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 for Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™
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: – 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 iGrafx® applications 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 *.igx files – RASCI Matrix as *.xls file – Checklists/ Templates as Microsoft Word™ (*.doc) files – Accompanying Documentation as *.pdf files – Microsoft Access™ Database as *.mdb file – iGrafx® Shape Library as *.sbj file – iGrafx® VBA extension project as *.flx file
Trademarks	<ul style="list-style-type: none"> – “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. – “Microsoft”, “Word™” and “Access™” is a registered trademarks of Microsoft Corp. – Corel iGrafx® Flowcharter™/ Corel iGrafx® Process™ are trademarks of Corel Corp.

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