The ITIL® Process Map is a complete ITIL® reference model, presenting the ITIL contents (2011 Edition) in a graphical, clearly structured and navigable way. It explains how ITIL® really works and does away with the need to sift through numerous ITIL® books with thousands of pages.

**Target Groups**

The ITIL® Process Map is designed for IT organizations or IT service providers who

- Are planning a complete or partial introduction of IT service management according to ITIL®
- Need to re-evaluate their ITIL® processes according to the ITIL® recommendations

**Benefits of using an ITIL® Reference Process Model**

Our ITIL reference model - the ITIL® Process Map - accompanies you in all the necessary steps from the planning of an ITIL® project through to a transformed IT organization, working along best-practice principles.

When using it, you will benefit in several ways:

- The graphical and navigable representation facilitates an understanding of the ITIL® processes and their complex interrelationships. The ITIL® Process Map is thus a very cost-efficient way of giving everyone in your organization a good understanding of ITIL®.

- The various ITIL® process templates and the complementary project manual provide guidance on how to set up and carry out an implementation project.

- Effort can be saved during process design and documentation, as you simply modify existing process models and document templates - rather than starting with a blank page.

- High quality of the resulting process documentation is assured - an essential tool to market your IT organization as an effective and efficient provider of IT services.

**Versions and Platforms**

The ITIL® Process Map is available in English or German for the following process management applications:

- Microsoft® Visio®
- ARIS Process Platform™
- iGrafx® Flowcharter™/ Process™
- Primero™

**High-Level View: The ITIL® Service Lifecycle**

*Image of the ITIL Service Lifecycle diagram*
Contents of the ITIL® Process Map

Our ITIL® process templates cover the complete ITIL Service Lifecycle:
Service Strategy, Service Design,
Service Transition, Service Operation and Continual Service Improvement.

- The top-level process diagram presents the new ITIL® Service Lifecycle on one single page
- Five diagrams on detail level 1 explain the five ITIL® stages
- A set of 24 overview process models on level 2 provides insight into the ITIL® main processes
- On level 3, 126 detailed activity chains show what needs to be done by whom as part of a process
- A complete RACI Matrix in the form of an Excel table illustrates the participation of the ITIL® roles in the various ITIL® processes
- 102 Checklists and document templates describe process outputs and other aspects of the processes in more detail
- A collection of KPIs supports the definition of process metrics
- Finally, our “ITIL® Implementation Guide” helps you to get started with ITIL®.

Take ITIL® into your own Hands

If you don’t have the financial resources to go for a full-blown ITIL® consulting package, our ITIL® templates offer you an alternative route for taking the ITIL® knowledge on board.

ITIL® Licensed Product

The ITIL® Process Map is officially licensed under the AXELOS licensing scheme. A qualified assessor verified the correctness of the material and its alignment with the ITIL® guidance.

About IT Process Maps GbR

IT Process Maps GbR was founded in 2006 by Stefan and Andrea Kempter as a privately held company in Bavaria, Germany. Its focus is on the provision of process know-how “out of a box” for IT organizations. The company’s flagship product, the ITIL® Process Map, is a unique ITIL® reference process model, used by leading businesses worldwide from a broad spectrum of industries to successfully implement ITIL® and ISO 20000.

The company forged a number of partnerships in order to be closer to its customers from different parts of the world: USA/ Canada, Australia, Middle East, UK, Switzerland and Scandinavia.

More Information

At en.it-processmaps.com you can learn more about us and the ways the ITIL® Process Map can be applied.

IT Process Maps GbR

Stefan Kempter and Dr. Andrea Kempter
Schönauer Str. 57
88131 Lindau (Bodensee)
Germany

Tel. +49 8382 2809303
Fax +49 8382 2809305
info@it-processmaps.com
en.it-processmaps.com

Member of itSMF