Factsheet

The ITIL® Process Map is a complete ITIL® reference model, presenting the ITIL contents 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.

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 the ITIL® reference model, 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 organization as an effective and efficient provider of IT services.

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.

Versions and platforms

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

- Microsoft Visio®
- ARIS Process Platform™
- Primero™
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.

- 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 swim lane diagrams 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 service management knowledge on board.

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 range of industries to successfully implement ITIL®.

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.

RACI matrix describing the participation of the ITIL® roles in the various ITIL® processes

ITIL® licensed product

The ITIL® Process Map is compatible with ITIL V3 and officially licensed under the AXELOS licensing scheme.

A qualified assessor has verified the correctness of the material and its alignment with the ITIL® guidance.

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