

# ITIL® Foundation Reference Chart

Each box is colour coded to the relevant lifecycle area.

**Service Strategy Processes**  
Financial Management  
Service Portfolio Management  
Business Relationship Management

**Service Design Processes**  
Design Coordination  
Service Catalogue Management  
Service Level Management  
Capacity Management  
Availability Management  
IT Service Continuity Management  
Information Security Management  
Supplier Management

**Service Transition Processes**  
Transition Planning & Support  
Change Management  
Knowledge Management  
Service Asset & Configuration Management  
Release & Deployment Management  
*Service Testing & Validation(not assessed)*  
*Change Evaluation (not assessed)*

**Service Operation Processes**  
Event Management  
Incident Management  
Problem Management  
Request Fulfillment  
Access Management

**Continual Service Improvement Process**  
7-Step Improvement Process

**Value = Utility AND Warranty**  
**Utility = Performance supported OR Constraints Removed**  
*Fit for Purpose. Customer perspective of functionality offered.*  
**Warranty = Availability AND Capacity AND Continuous AND Secure**  
*Fit for Use. Guarantee to meet requirements (SLA, contract, etc).*

**People** **4 P's**  
Correct numbers, skills, training. Good communication  
**Processes**  
Defined, documented, streamlined, measurable, version controlled  
**Products (Technology)**  
Resulting services, tools, technology  
**Partners (Suppliers)**  
Internal/external suppliers, agreements, contracts

**Service Design Package (SDP)**  
Service Requirements  
Service Design  
Organisational readiness assessment  
Service Lifecycle Plan  
Service Programme  
Service Transition Plan  
Service Operational Acceptance Plan  
Service Acceptance Criteria (**SAC**)

**D-I-K-W Knowledge Model**  
Context and Understanding increases at each level:  
**Data:** raw data captured from a system or service  
**Information:** Sorted or ordered data e.g. who, what, when, where of data.  
**Knowledge:-** How information/data was produced. Metrics.  
**Wisdom:** Decisions made as a result of knowledge. Why we do things in the future.

**Event:** A change in state which has significance for the management of the IT Infrastructure.  
**Alert:** A warning that a threshold has been reached

**Availability Metrics**

Downtime (DT) = Incident until Restoration  
Response Time = Incident until Detection  
Recovery Time = Recovery until Restoration  
Mean Time to Restore Service = *average* time based on Incident until Restoration  
Mean Time Between Failures = *average* time based on Recovery until (next) Incident  
Mean Time Between Service Incidences = *average* time based on Incident until Incident

**Reliability:** Based on MTBF, how long it lasts without interruption  
**Maintainability:** Based on MTRS, how quickly can it be restored after a failure  
**Serviceability:** The ability of third-party suppliers to meet terms of contract

**RACI**  
Defines roles and responsibilities.  
**R**esponsible  
**A**ccountable (1 per task)  
**C**onsulted  
**I**nformed

**Configuration Model**  
Structure of CIs, capturing logical and physical relationships between them, eg:  
A is connected to B  
A belongs to B  
A uses B  
Stored in Configuration Management Database (CMDB)

**Configuration Activities**  
All stored in the CMS  
Management and Planning  
Configuration Identification  
Configuration Control  
Status Reporting  
Verification and Audit  
Remember as **PICSV**

**Configuration Items (CI)**  
Assets, items, service components, etc stored in the CMS  
Hardware, Software  
People, Documents, Locations

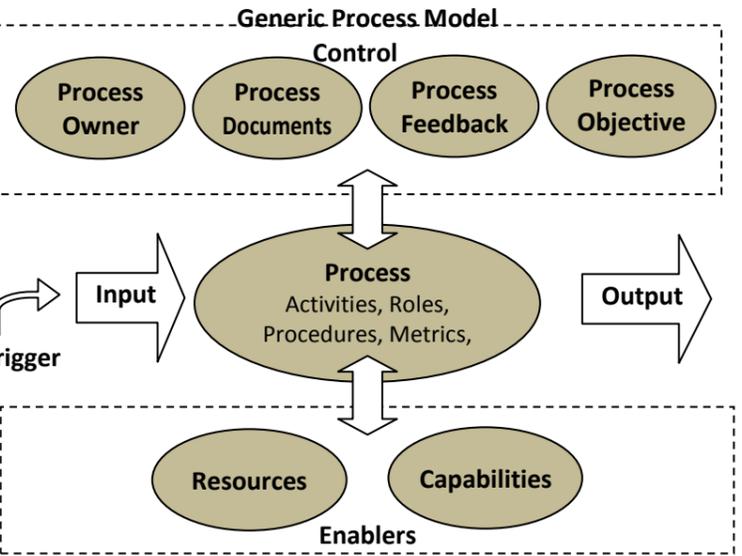
**Release Concepts**  
**Release Unit:** Portion of service that is released together  
**Release Package:** RU/structured set of RUs  
**Release Policy:** How releases are managed throughout

**Release Options**  
**Big-Bang:** All users at once  
**Phased:** Partial, then scheduled roll-out.  
**Push/Pull:** Pushed by us, or pulled by users  
**Automated/Manual:** Whether or not user interacts

**Definitive Media Library (DML)**  
Authorised versions of all media CIs, including:  
Software master copies  
Document master copies

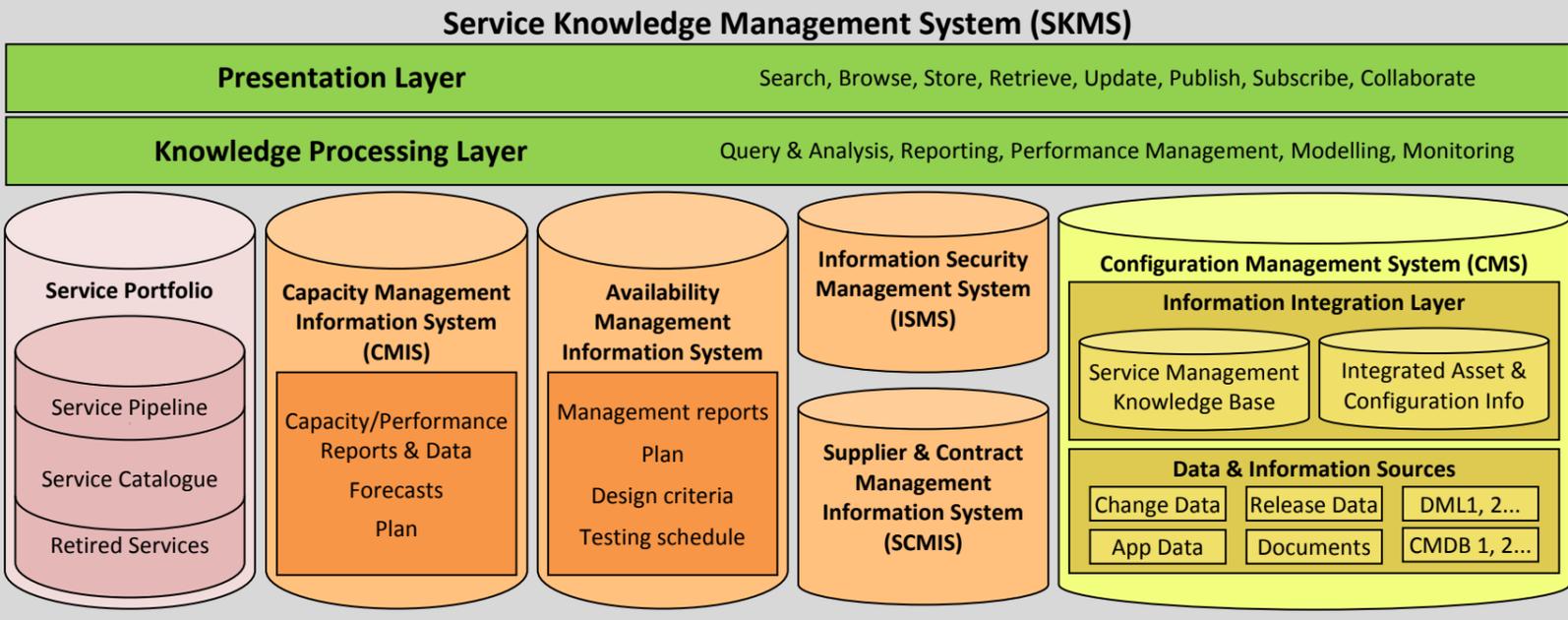
**Service Lifecycle**  
Requirements Built  
Defined Tested  
Analysed Released  
Approved Operational  
Chartered Retiring  
Designed Retired  
Developed

**Service Operation Definitions**  
**Incident:** An unplanned interruption or reduction in quality of an IT service.  
**Problem:** The unknown cause of one or more incidents.  
**Service Request:** A user query for information or support; not an incident.



**Incident Priorities**

		Impact		
		High	Med	Low
Urgency	High	1	2	3
	Med	2	3	4
	Low	3	4	5



**Metric Types**  
**Technology:** components & applications  
**Process:** KPI's from Service Management Processes  
**Service:** Generated from technology and process metrics  
*Metrics can be both qualitative and quantitative*

**Deming Cycle**  
**Plan:** planning for the improvement(s)  
**Do:** implement and carry out the improvement plan  
**Check:** did you obtain the expected improvement?  
**Act:** Correct any mistake and learn lessons