

List of ITIL Processes

Process name	Acronym	ITIL Book	What's new in ITIL 2011
Access Management	ACC	Operation	
Availability Management	AVM	Design	
Business Relationship Management	BRM	Strategy	New process
Capacity Management	CAP	Design	
Change Evaluation	CHE	Transition	Previously known as "Evaluation"
Change Management	CHA	Transition	Build and Test Authorization separate from Deployment authorization
Demand Management	DEM	Strategy	Newly defined activities
Design Coordination	DES	Design	New process
Event Management	EVE	Operation	Workflow improved
Financial Management for IT Services	FIN	Strategy	Newly defined activities
Incident Management	INC	Operation	
IT Service Continuity Management	SCO	Design	
Knowledge Management	KNO	Transition	
Problem Management	PRB	Operation	
Release and Deployment Management	RDM	Transition	Some activities consolidated into Deployment
Request Fulfillment	REQ	Operation	Workflow improved
Service Asset and Configuration Management	SAC	Transition	
Service Catalog Management	SCA	Design	
Service Level Management	SLM	Design	Workflow improved

Service Portfolio Management	SPM	Strategy	Newly defined activities
Service Validation and Testing	SVT	Transition	
Seven-Step Improvement	SSI	CSI	Workflow improved
Strategy Management for IT Services	STM	Strategy	New process
Supplier Management	SUP	Design	New repository for data
Transition Planning and Support	TPS	Transition	



<http://www.springer.com/978-1-4614-3896-0>

ITIL® 2011 At a Glance

Long, J.O.

2012, VIII, 95 p. 74 illus., Softcover

ISBN: 978-1-4614-3896-0