

## ITIL® V3 Compliance Tool

The ITIL® V3 Compliance Tool is ideal for:

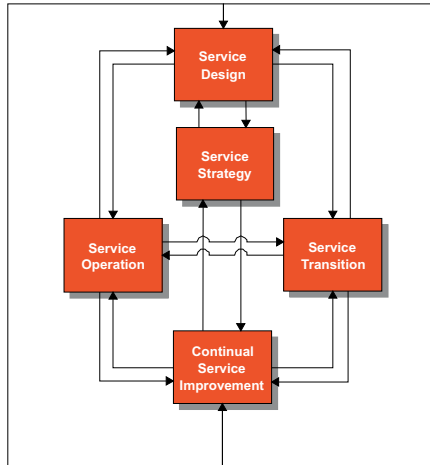
- BPM-Initiatives
- SOX Conformity
- Business Process Improvement
- IT-Governance
- Riskmanagement

The ITIL V3 Compliance Tool is ideal for an organisation that is planning an ITIL-V3-conforming conversion and/or must prove certification conformity according to ISO 20000/27001.

### ITIL® V3 Service Lifecycle - Portal

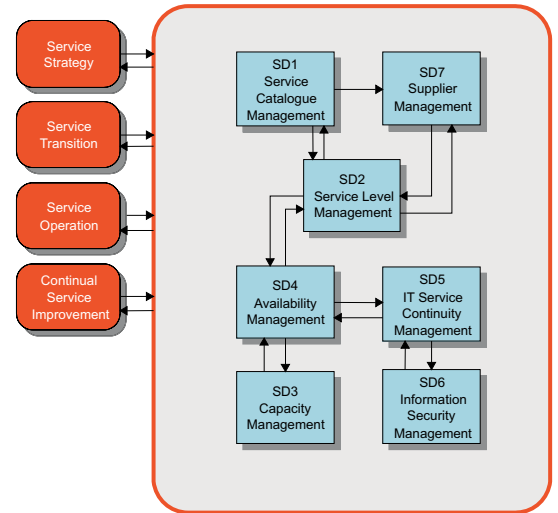


ITIL® is a comprehensive and easy to understand documentation suite of best practices for IT Service Management. It consists of a series of books giving guidance on the provision of quality IT services, and on the means and environmental facilities necessary to support IT in order to satisfy the corporate aims and meet the business needs of the organisation.



### SD - Service Design

The ITIL® phase Service Design covers design principles and methods for converting strategic objectives into portfolios of services and service assets. The scope of Service Design is not limited to new services. It includes the changes and improvements necessary to increase or maintain value to customers over the lifecycle of services, the continuity of services, achievement of service levels and conformance to standards and regulations.



Input from...	What? Process input (Documents, Data, Objects)	Process name: SD2 Service Level Management - Design	Remarks, Notes, referenced documents	What? Process output (Documents, Data, Objects)	Output to...	Relations to successive process
Service Catalogue Management Business Technical Teams IT Service Continuity Management Supplier Management	Goals Service Catalogue Management Requirements Operative Requirements Business Impact Analysis Underpinning Contracts (UCs)	Define SLA (Service Level Management) Frameworks Determine Service Level Requirements (SLRs) Check Underpinning Contracts Agree Operational Level Agreements (OLA) Negotiate and agree SLAs	UCs and OLAs are supposed to support the SLA-goals	SLA-Structure SLRs OLA SLA	Technical Teams Customer	back Service Level Management - Control

**The ITIL® V3 Compliance Tool enables an organisation to succeed by providing a fast and efficient introduction and/or conversion to a dynamic and effective IT service management.**

**The ITIL® V3 Compliance Tool supports you in:**

- Definition of business requirements for IT and IT-goals to meet the corresponding service needs
- Alignment of "best practices", tasks and performance metrics to IT-goals
- Identification of redundant technology components that are using unnecessary resources
- Ensure accuracy and consistency of the models using a metadata repository
- Complete visualisations and linkages of all business and IT processes
- Continuous improvement of business processes using discrete event simulation and analysis
- Further training of employees

**The ITIL® V3 Compliance Tool comprises:**

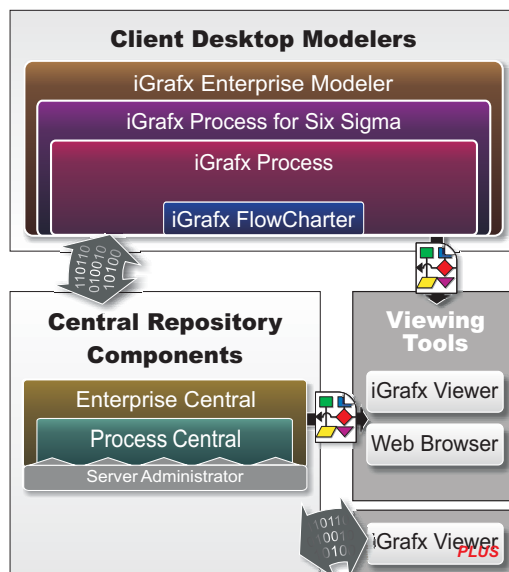
- Prefabricated process landscape
- Conversion of the ITIL® V3 requirements into the processes and procedural guidelines
- 39 processes, divided into 5 process groups, with check lists and forms
- Fulfilment of the ISO 20000 and ISO 27001 requirements

Pos.	Description	Order Number	Unit price (net)
1	Site license ITIL® V3 Compliance Tool - incl. ITIL® V3 Compliance Tool Maintenance with quarterly update; operating time: 2 years - incl. iGrafx Viewer (optional corporate license = site license x 5)	TCPR2	3.835,- €
2	iGrafx® FlowCharter™	LCFC2K9ML1PCA	405,- €
3	Maintenance iGrafx® FlowCharter™ operating time: 2 years	LCFCMUL1PCMNT2A	146,- €
4	iGrafx® Process Central® Small Business Edition - incl. 5 licenses iGrafx® FlowCharter™ and 5x Viewer Plus	LCPC2K9ENPCPLSBS	9.900,- €
5	Maintenance iGrafx® Process Central® SBE operating time: 2 years	LCPCSENGPCPLSBSMNT2	3.565,- €

The given prices are net prices and do not include delivery costs, packaging costs or applicable taxes.

**We recommend introductory conversion training and coaching.**

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