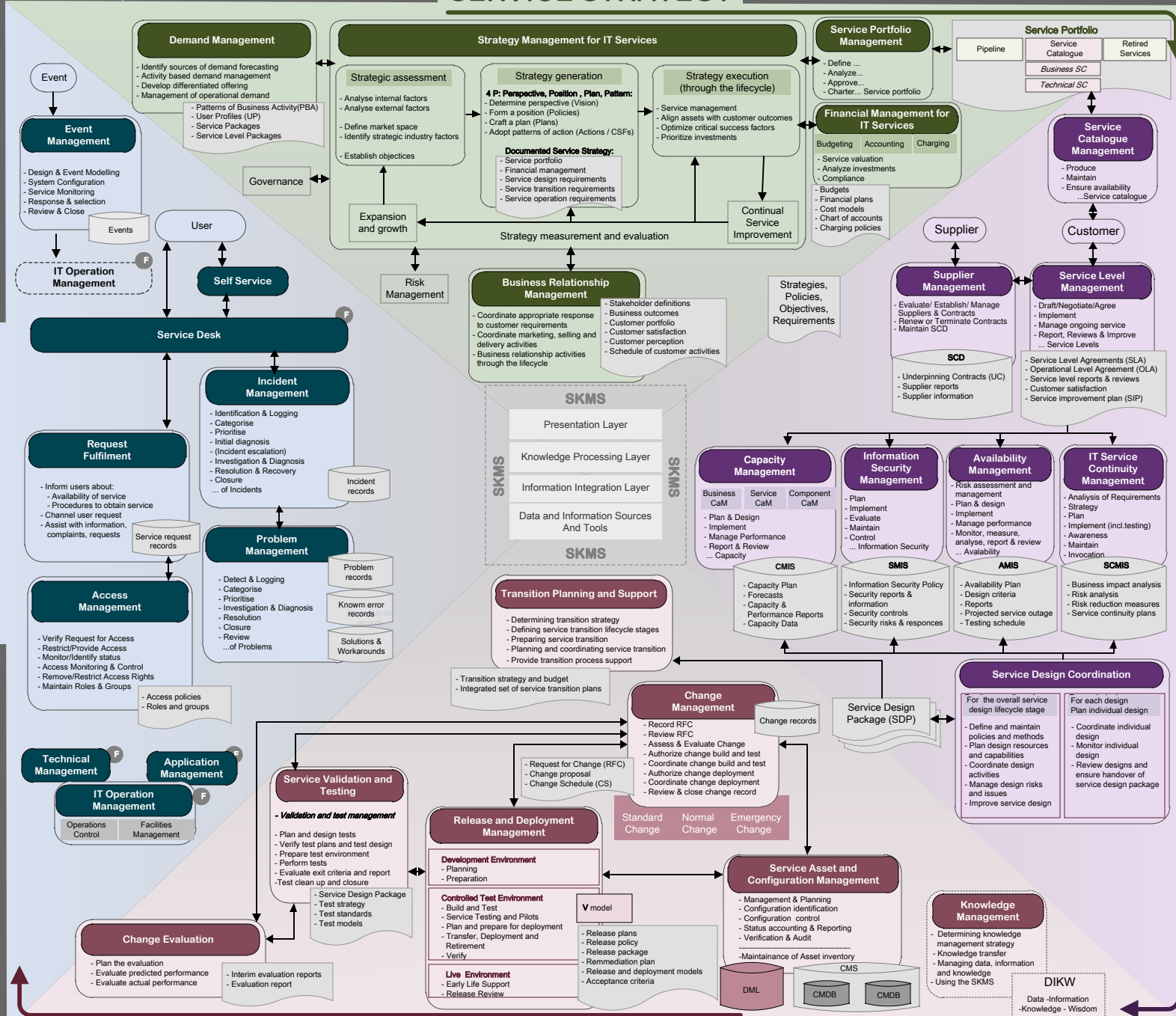


SERVICE STRATEGY

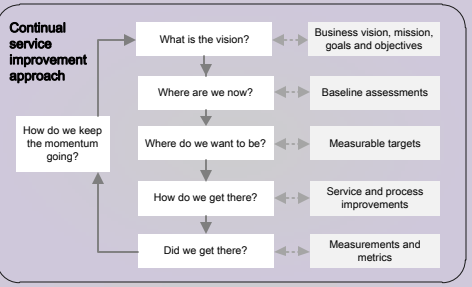
SERVICE OPERATION

SERVICE DESIGN

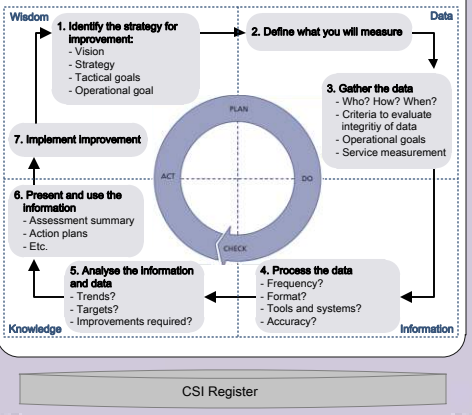
SERVICE TRANSITION



CONTINUAL SERVICE IMPROVEMENT



7-step Improvement Process



- AMIS – Availability Management Information System
- BIA – Business Impact Analysis
- CaM – Capacity Management
- CMDB – Configuration Management Database
- CMS – Capacity Management Information System
- CS – Configuration Management System
- CS – Change Schedule
- CSF – Critical Success Factor
- DML – Definitive Media Library
- DIKW – Data, Information, Knowledge, Wisdom
- F – Function
- OLA – Operational Level Agreement
- PBA – Patterns of Business Activity
- RACI – Responsible, Accountable, Consulted, Informed
- RFC – Request For Change
- SC – Service Catalogue
- SCD – Supplier and Contract Database
- SCMIS – Service Continuity Management Information System
- SDP – Service Design Package
- SIP – Service Improvement Plan
- SKMS – Service Knowledge Management System
- SLA – Service Level Agreement
- SLR – Service Level Requirements
- SMIS – Security Management Information System
- UC – Underpinning Contract
- UP – User Profile

