

Product Specification ITIL® v2 Process Map - QMAP™/QVIS™

Category	Properties
Product Version	1.0
Languages	English
ITIL Coverage and Version	ITIL Service Support and Service Delivery (ITIL v2)
Application/ Environment	QMAP/QVIS Professional™ version 6.1.5, or higher
Contents	<p>The following list describes the full contents of the ITIL® v2 Process Map – deviations are possible if the licensee purchases a subset of the full product:</p> <ul style="list-style-type: none"> • high-level view for depicting the large interrelationships within IT Service Management • activity chains across multiple processes, visualising for the ITIL core topics how the different processes cooperate • interface diagrams for every ITIL process • process overviews to break down the main ITIL processes into sub-processes • detailed process chains • a detailed and comprehensive ITIL glossary • a repository of ITIL roles, complete with descriptions • checklists to help with the definition of guidelines and process outputs • extensive suggestions for suitable Key Performance Indicators (KPIs) • project manual "ITIL Implementation Using Process Templates" • a uniform view onto the processes of the IT Organisation as a whole, considering ITIL, ISO 20000 and COBIT • detailed comparison of ISO 20000 and IT Service Management according to ITIL
Licence	Enterprise Licence (see Licence Conditions of Stefan Kempter Management Consulting)
Form of Delivery	<p>The ITIL® v2 Process Map is delivered as a zip archive containing the following files:</p> <ul style="list-style-type: none"> • ITIL® Process Map as a single QMAP/QVIS Project • checklists as *.DOC and *.PDF files • Documentation (as PDF files): <ul style="list-style-type: none"> ○ User Manual file (the manual provides instructions for the use of the ITIL® v2 Process Map; a prior knowledge of the QMAP/QVIS application is a precondition for its use.) ○ Project manual: ITIL Implementation Using Process Templates ○ Comparison of ISO 20000 and ITIL ○ Uniform Processes for the Entire IT Organisation ○ Descriptions of ITIL Processes ○ ITIL® Glossary ○ ITIL® Roles ○ Key Performance Indicators
Trademarks	<p>"ITIL" is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office. "IT Infrastructure Library" is a Registered Trade Mark of the Office of Government Commerce. "COBIT" is a Trademark of ISACA (Information Systems Audit and Control Association). "QMAP" is a registered Trademark of Atkins Consulting.</p>

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