

ITIL Overview



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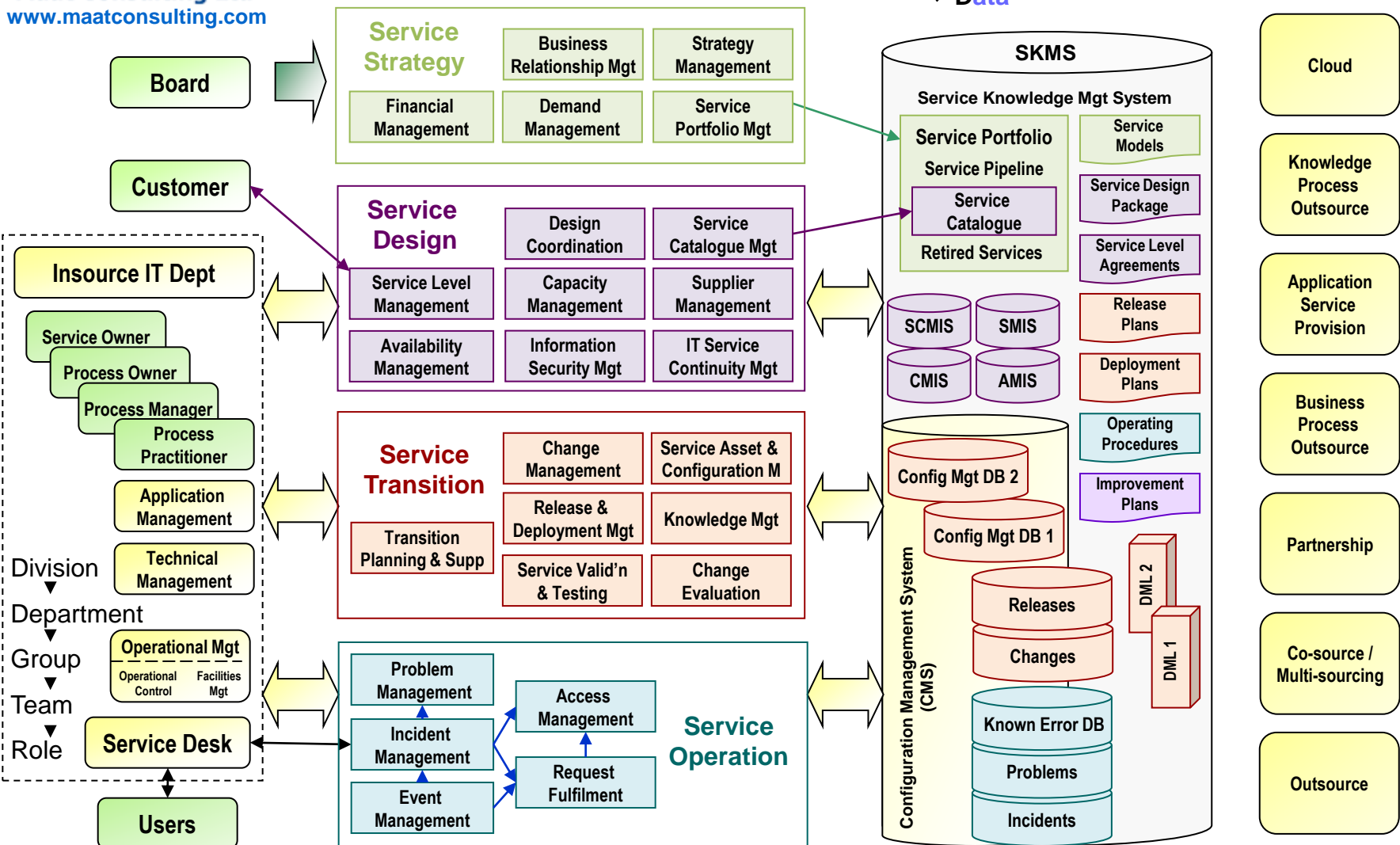
People

Process

Products

Partners

(RACI)
Informed
Consulted
Accountable
Responsible



Key : DML = Definitive Media Library SCMIS = Supplier & Contract Management Information System SMIS = Security Management Information System
 CMIS = Capacity Management Information System AMIS = Availability Management Information System CMDB = Configuration Management Database

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