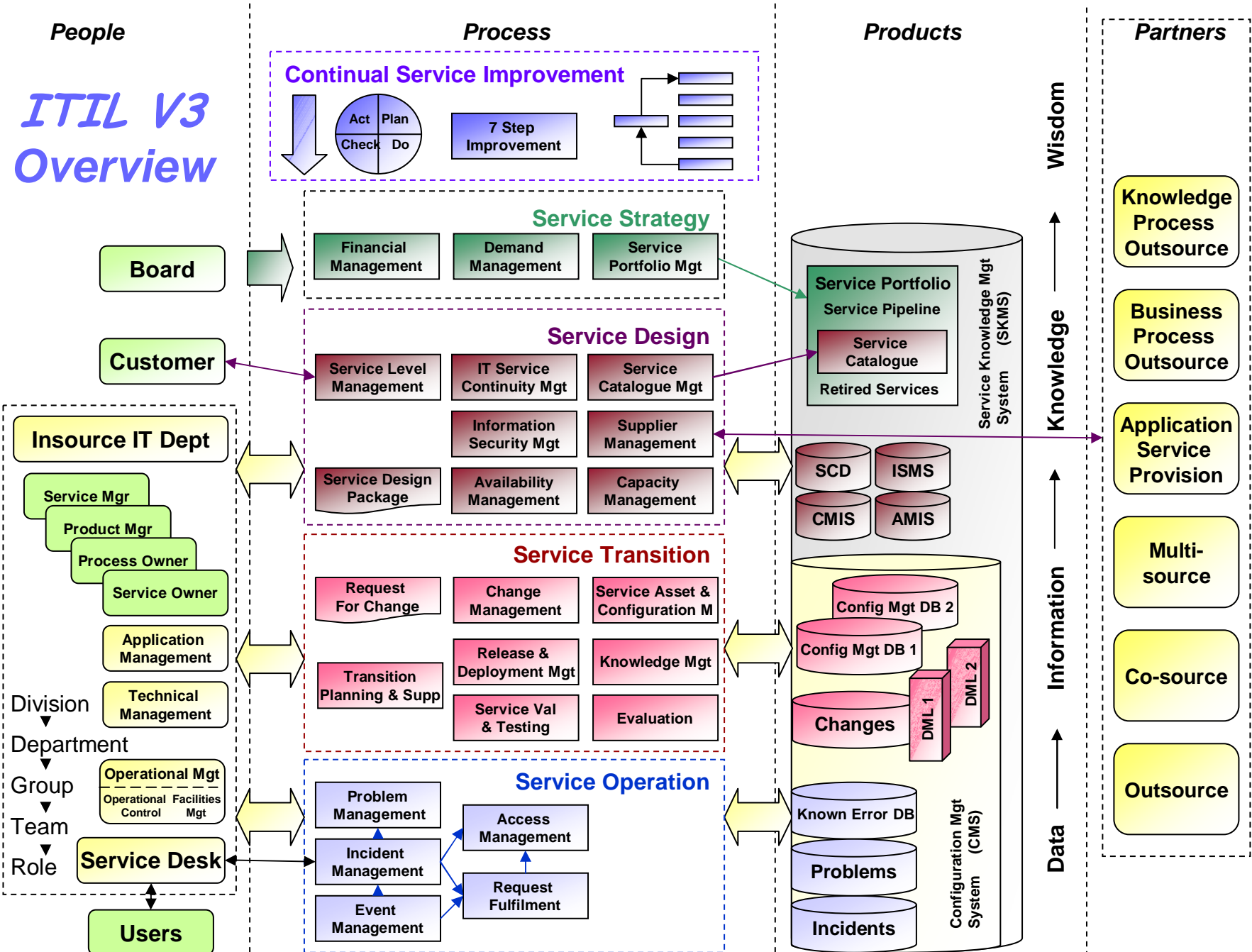


# ITIL V3 Overview

Responsible  
 Accountable  
 Consulted  
 Informed  
 (RACI)



Key : DML = Definitive Media Library    SCD = Supplier & Contract Database    ISMS = Information Security Management System  
 CMIS = Capacity Management Information System    AMIS = Availability Management Information System