



Definitive ITIL[®] 2011 & 2007 Edition Process & Function Lists

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DEFINITIVE LIST OF THE ITIL 2011 EDITION 26 PROCESSES & 4 FUNCTIONS

#	Name - Acronym	Type	Definition Book - Section
1.	Access Management	Process	SOP - 4.5
2.	Application Management	Function	SOP - 6.6
3.	Availability Management – AM	Process	SDE - 4.4
4.	Business Relationship Management – BRM	Process	SST - 4.5
5.	Capacity Management	Process	SDE - 4.5
6.	Change Management	Process	STR - 4.2
7.	Change Evaluation	Process	STR - 4.6
8.	Demand Management	Process	SST – 4.4
9.	Design Coordination	Process	SDE - 4.1
10.	Event Management	Process	SOP - 4.1
11.	Financial Management for IT Services	Process	SST – 4.3
12.	Incident Management	Process	SOP - 4.2
13.	Information Security Management – ISM	Process	SDE - 4.7
14.	IT Operations Management	Function	SOP - 6.5
15.	IT Service Continuity Management – ITSCM	Process	SDE - 4.6
16.	Knowledge Management	Process	STR - 4.7
17.	Problem Management	Process	SOP - 4.4
18.	Release & Deployment Management	Process	STR - 4.4
19.	Request Fulfillment	Process	SOP - 4.3
20.	Service Asset & Configuration Management – SACM	Process	STR - 4.3
21.	Service Catalog Management	Process	SDE - 4.2
22.	Service Desk	Function	SOP - 6.3
23.	Service Level Management – SLM	Process	SDE - 4.3
24.	Service Portfolio Management – SPM	Process	SST – 4.2
25.	Service Validation & Testing	Process	STR - 4.5
26.	Strategy Management for IT Services	Process	SST – 4.1
27.	Supplier Management	Process	SDE - 4.8
28.	Technical Management	Function	SOP - 6.4
29.	The 7 Step Improvement Process	Process	CSI - 4.1
30.	Transition Planning & Support	Process	STR - 4.1

Book Title Abbreviations:

SST – Service Strategy

SDE – Service Design

STR – Service Transition

SOP – Service Operations

CSI – Continual Service Improvement



DEFINITIVE LIST OF THE ITIL 2007 EDITION 26 PROCESSES & 4 FUNCTIONS

#	Name - Acronym	Type	Definition Book - Section
1.	Access Management	Process	SOP - 4.5
2.	Applications Management	Function	SOP - 6.5
3.	Availability Management – AM	Process	SDE - 4.4
4.	Capacity Management	Process	SDE - 4.3
5.	Change Management	Process	STR - 4.2
6.	Demand Management	Process	SST - 5.5
7.	Evaluation	Process	STR - 4.6
8.	Event Management	Process	SOP - 4.1
9.	Financial Management	Process	SST - 5.1
10.	Incident Management	Process	SOP - 4.2
11.	Information Security Management – ISM	Process	SDE - 4.6
12.	IT Operations Management	Function	SOP - 6.4
13.	IT Service Continuity Management – ITSCM	Process	SDE - 4.5
14.	Knowledge Management	Process	STR - 4.7
15.	Problem Management	Process	SOP - 4.4
16.	Release & Deployment Management	Process	STR - 4.4
17.	Request Fulfillment	Process	SOP - 4.3
18.	Service Asset & Configuration Management – SACM	Process	STR - 4.3
19.	Service Catalog Management	Process	SDE - 4.1
20.	Service Desk	Function	SOP - 6.2
21.	Service Level Management – SLM	Process	SDE - 4.2
22.	Service Measurement	Process	CSI - 4.3
23.	Service Portfolio Management – SPM	Process	SST - 5.3
24.	Service Reporting	Process	CSI - 4.2
25.	Service Validation & Testing	Process	STR - 4.5
26.	Strategy Generation	Process	SST - 7
27.	Supplier Management	Process	SDE - 4.7
28.	Technical Management	Function	SOP - 6.3
29.	The 7 Step Improvement Process	Process	CSI - 4.1
30.	Transition Planning & Support	Process	STR - 4.1

Book Title Abbreviations:

- SST – Service Strategy
- SDE – Service Design
- STR – Service Transition
- SOP – Service Operations
- CSI – Continual Service Improvement



BACKGROUND

The IT Infrastructure Library (ITIL) was first introduced with 10 Processes, clearly defined in two sets:

Service Support

- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

Service Delivery

- Service Level Management
- Capacity Management
- IT Service Continuity Management
- Availability Management
- Financial Management

The second version of ITIL added one quasi-process to the Service Support set: Service Desk / Service Request Management.

In 2007, ITIL Version 3 introduced 5 Service Lifecycle stages: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. In and across these phases were 4 functions (one is the Service Desk), slightly modified versions of the 10-11 ITIL V2 processes, and an uncertain number of new processes. The four new functions were clearly defined. However, all the processes were not as clearly delineated. Sharon Taylor, the ITIL V3 Architect, provided Pink Elephant a definitive comprehensive list of the ITIL V3 processes and functions.

SIDE-BY-SIDE COMPARISON OF THE 2011 & 2007 PROCESSES, FUNCTIONS & ACTIVITIES

The ITIL 2011 edition defined the Processes and Functions more explicitly than the 2007 edition. Many other processes are mentioned in the books in both the 2007 and 2011 editions. Pink Elephant has examined and compared the 2011 and 2007 ITIL books and glossaries to create a side-by-side comparison of the processes, functions and key activities referred to in the 2011 and/or 2007 editions.



ITIL 2011 & 2007 EDITION PROCESS, FUNCTIONS & ACTIVITIES COMPARISON TABLE

Process/Function/Activity Name	2011 Edition			2007 Edition	
	Type	#	Note	Type	#
Access Management	P	1		P	1
Accounting	p	-		p	-
Application Management	F	2		F	2
Availability Management	P	3		P	3
Benchmarking	p	-		p	-
Business Relationship Management	P	4		p	-
Business Capacity Management	p	-	Sub-process of Capacity Management	-	-
Capacity Management	P	5		P	4
Change Evaluation	P	6	Evaluation renamed	-	-
Change Management	P	7		P	5
Charging Process	p	-		p	-
Component Capacity Management	p	-	Sub-process of Capacity Management	p	-
Configuration Management	-	-	in SACM	p	-
Demand Management	P	8		P	6
Design Coordination	P	9		-	-
Development	p	-		p	-
Enterprise Financial Management	p	-		-	-
Evaluation	-	-	Renamed Change Evaluation	P	7
Event Management	P	10		P	8
Facilities Management	f	-		f	-
Financial Management	a	-		P	9
Financial Management for IT Services	P	11		-	-
Fixed Asset Management	p	-		-	-
Incident Management	P	12		P	10
Information Security Management	P	13		P	11
IT Operations Control	f	-		f	-
IT Operations Management	F	14		F	12
IT Service Continuity Management	P	15		P	13
Knowledge Management	P	16		P	14
Performance Management	a	-		p	-
Problem Management	P	17		P	15
Quality Assurance	p	-		p	-



ITIL 2011 & 2007 Edition Processes & Functions

Process/Function/Activity Name	2011 Edition			2007 Edition	
	Type	#	Note	Type	#
Release & Deployment Management	P	18		P	16
Release Management	-	-	In Release & Deployment Management	p	-
Request Fulfillment	P	19		P	17
Service Asset & Configuration Management	P	20		P	18
Service Capacity Management	p	-	Sub-process of Capacity Management	a	-
Service Catalog Management	P	21		P	19
Service Desk	F	22		F	20
Service Level Management	P	23		P	21
Service Measurement	-	-		P	22
Service Portfolio Management	P	24		P	23
Service Reporting	a	-		P	24
Service Validation & Testing	P	25		P	25
Software Asset Management	p	-		-	-
Storage Management	p	-		p	-
Strategy Generation	-	-	Renamed Strategy Management for IT Services	P	26
Strategy Management for IT Services	P	26	Strategy Generation renamed	-	-
Supplier Management	P	27		P	27
Technical Management	F	28		F	28
The 7 Step Improvement Process	P	29		P	29
Transition Planning & Support	P	30		P	30

In the table above, the types are

Type	Designation
a	Activity
f	Function referenced in the ITIL books and Glossary not included as a definitive ITIL Function
F	Definitive ITIL Function
p	Process referenced in the ITIL books and Glossary not included as a definitive ITIL Process
P	Definitive ITIL Process