ITIL 2011 Update

Vedang Software
Inspired by Indian Intellectual Heritage

Functions:

- Service Desk
- Technical Mgt
- Application Mgt
- IT Operation Mgt

Service Strategy

- Strategy Mgt
- Business Relationship Mgt
- Service Portfolio Mgt
- Demand Mgt
- Financial Mgt

Service Design

- Design Coordination
- Supplier Mgt
- Info Security Mgt
- Service Catalogue Mgt
- Service Level Mgt
- IT Service Continuity
- Availability Mgt
- Capacity Mgt

Service Transition

- Transition Planning & Support
- Change Evaluation
- Knowledge Mgt
- Service Validation & testing
- Release & Deployment Mgt
- Service Asset & Configuration Mgt
- Change Mgt

Service Operation

- Event Mgt
- Request Fulfillment
- Access Mgt
- Problem Mgt
- Incident Mgt

Continual Service Improvement

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