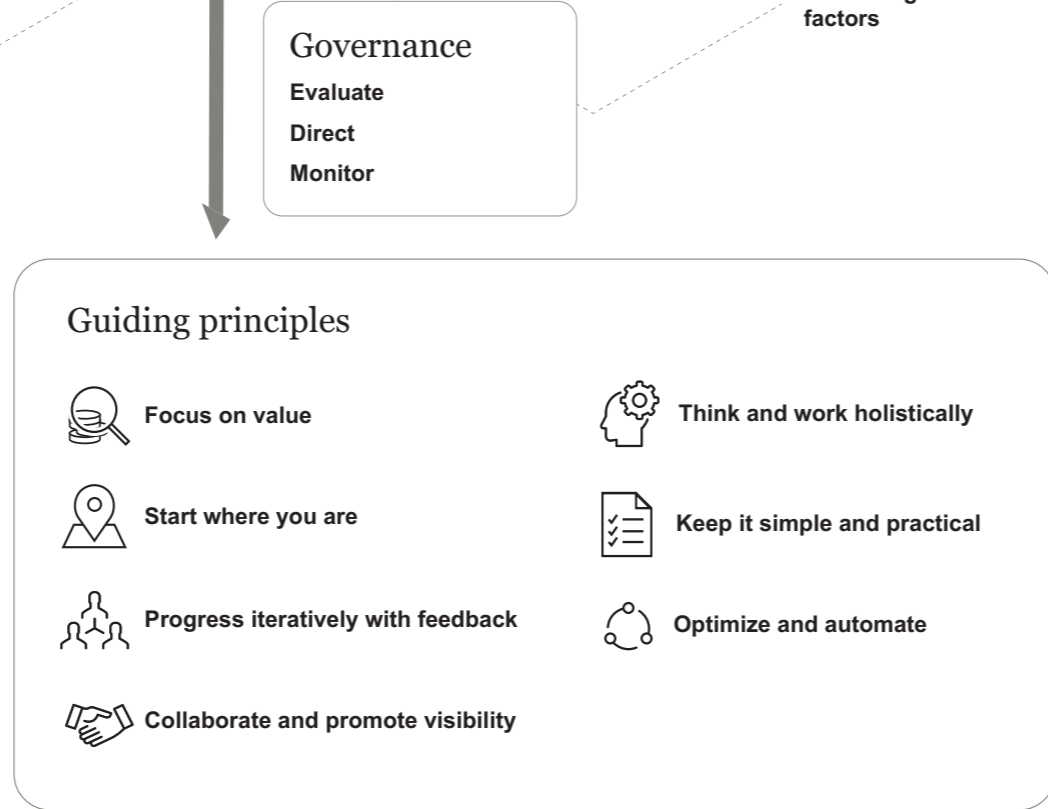
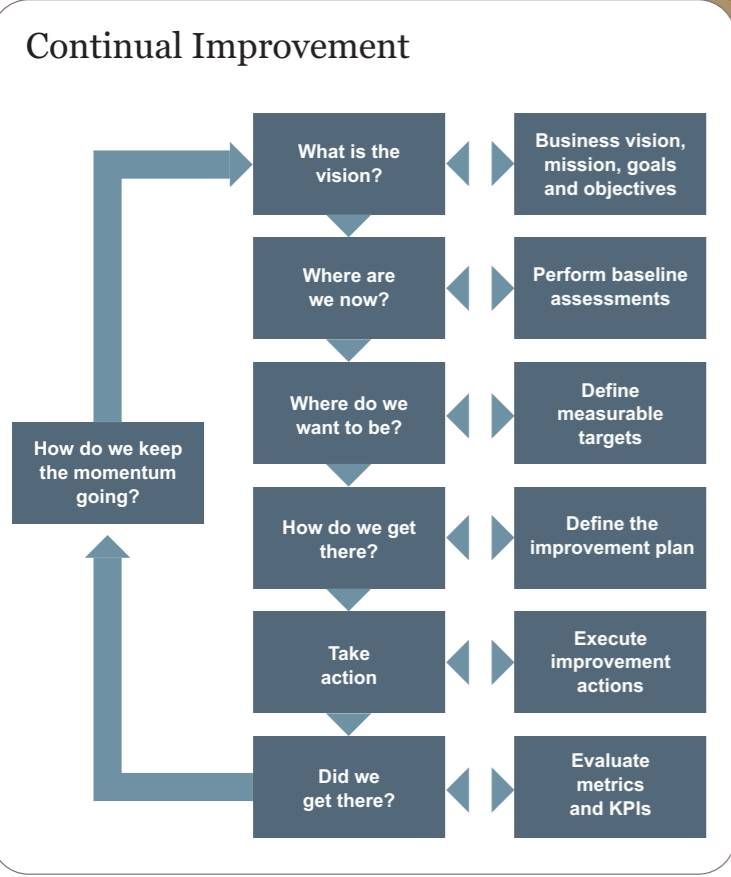
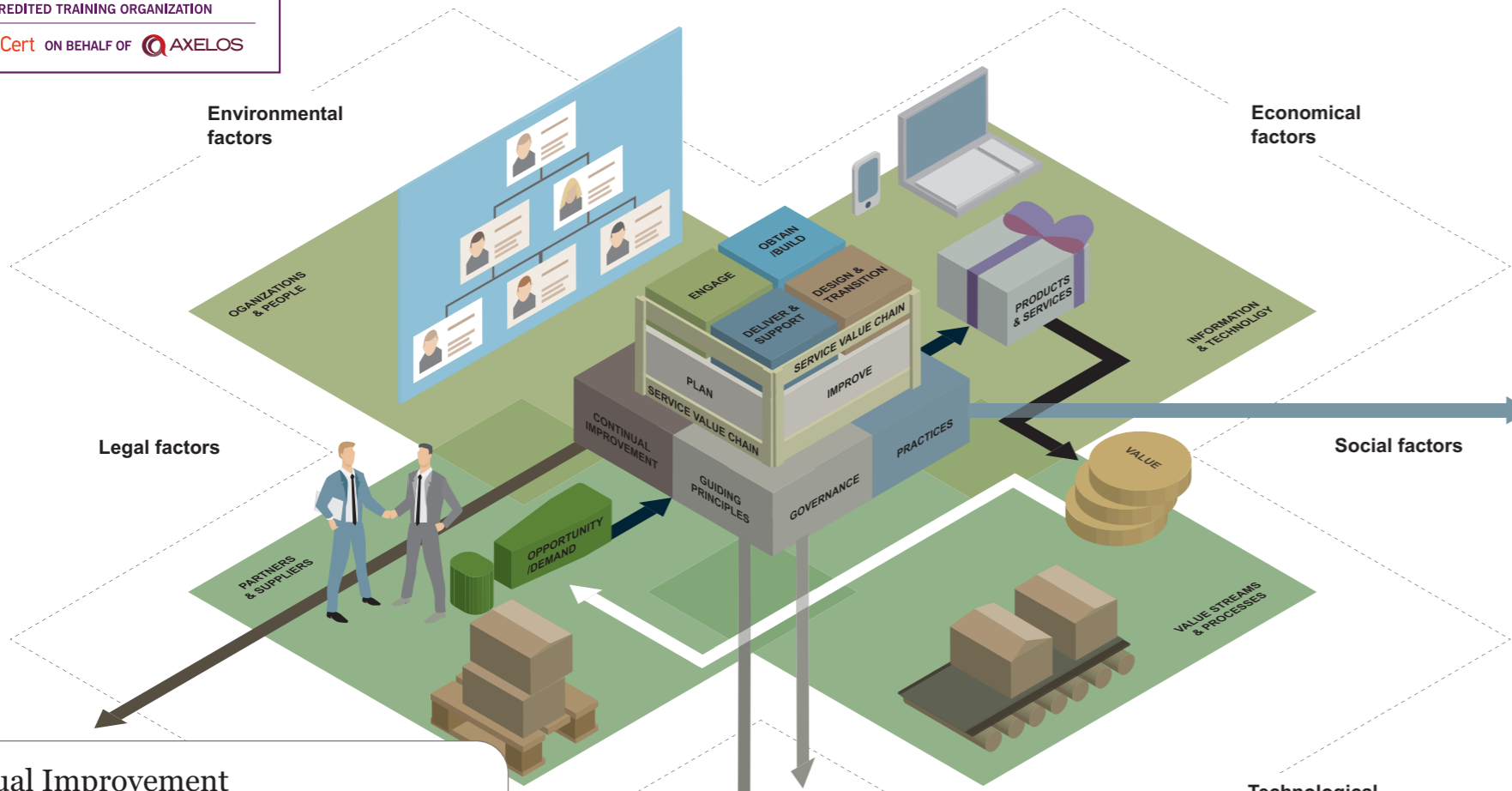


ITIL® 4 – Overview



Practices

	PLAN	IMPROVE	ENGAGE	DESIGN AND TRANSITION	OBTAIN/BUILD	DELIVER AND SUPPORT
GENERAL MANAGEMENT PRACTICES						
Architecture management	Red	Red	Green	Red	Green	Green
Continual improvement	Red	Red	Red	Red	Red	Red
Information security management	Red	Red	Red	Red	Red	Red
Knowledge management	Yellow	Red	Yellow	Yellow	Yellow	Red
Measurement and reporting	Red	Red	Green	Red	Red	Green
Organizational change management	Yellow	Red	Yellow	Yellow	Green	Green
Portfolio management	Red	Yellow	Yellow	Yellow	Yellow	Green
Project management	Yellow	Yellow	Yellow	Red	Red	Yellow
Relationship management	Red	Red	Red	Red	Green	Green
Risk management	Red	Red	Red	Red	Red	Red
Service financial management	Red	Green	Green	Green	Green	Green
Strategy management	Red	Green	Green	Green	Green	Green
Supplier management	Red	Yellow	Red	Red	Red	Red
Workforce and talent management	Red	Red	Yellow	Yellow	Yellow	Yellow
SERVICE MANAGEMENT PRACTICES						
Availability management	Red	Yellow	Green	Yellow	Yellow	Yellow
Business analysis	Red	Yellow	Red	Red	Red	Yellow
Capacity and performance management	Yellow	Red	Green	Yellow	Yellow	Yellow
Change control	Green	Red	Green	Red	Red	Red
Incident management		Yellow	Red	Yellow	Yellow	Red
IT asset management	Yellow	Green	Green	Red	Red	Yellow
Monitoring and event management		Yellow	Green	Yellow	Green	Red
Problem management		Red	Yellow	Green	Green	Red
Release management	Yellow	Green	Green	Red	Yellow	Yellow
Service catalogue management	Green	Green	Red	Yellow	Green	Yellow
Service configuration management	Green	Yellow	Green	Red	Red	Yellow
Service continuity management	Yellow	Yellow	Green	Yellow	Yellow	Yellow
Service design	Yellow	Yellow	Green	Red	Red	Green
Service desk		Yellow	Red	Yellow	Green	Yellow
Service level management	Red	Yellow	Red	Yellow	Yellow	Yellow
Service request management		Green	Red	Yellow	Yellow	Red
Service validation and testing		Yellow	Green	Red	Red	Green
TECHNICAL MANAGEMENT PRACTICES						
Deployment management		Green		Red	Red	
Infrastructure and platform management	Yellow	Green		Red	Red	Yellow
Software development and management	Green	Yellow		Yellow	Red	Green

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