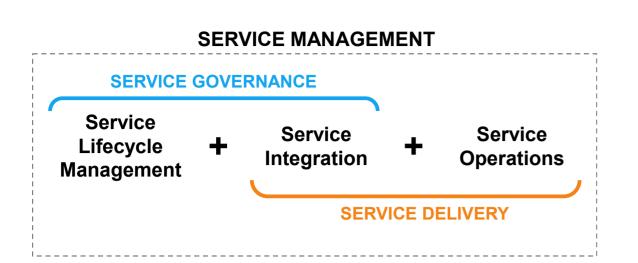
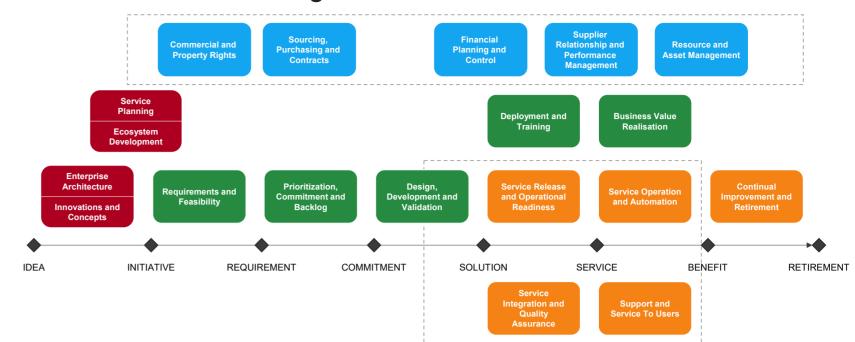
Service Lifecycle Management

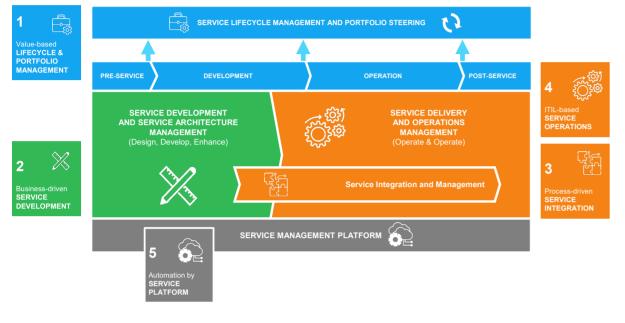




Service Management in an End-to-End Flow

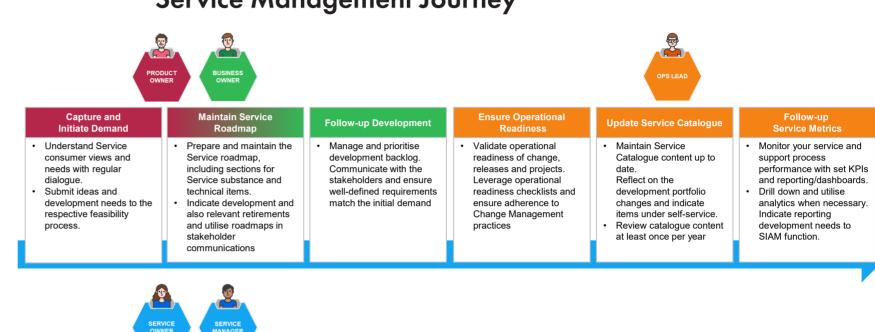


Core Elements of Service Management



There may be many different service clusters with service management elements in various business domains. The vertical service clusters are managed by the Service Lifecycle Management and the horizontal elements are within the SIAM responsibilities.

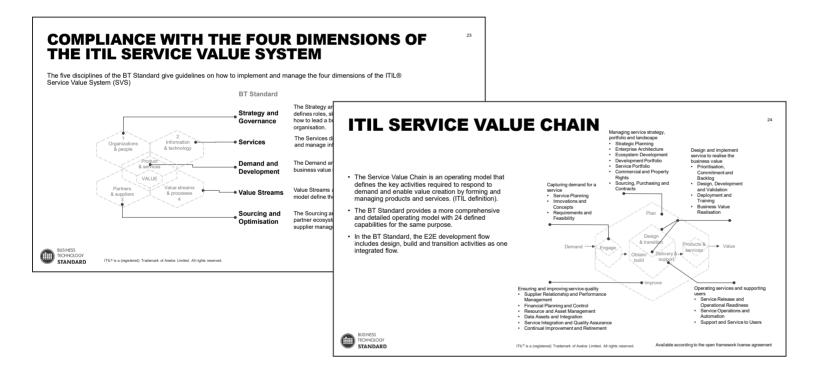
Service Management Journey





Strategic demand management Service portfolio steering Major development steering

ITIL Compatibility



3-Level Service Catalogue



- · A comprehensive picture of Services Structure to organise responsibilities · The basis for financial management
- · An essential summary of individual
- Easy to understand by businesses & users
- · Fast access to services · Predefined forms and workflows Service Automation

End-to-End Service Management

