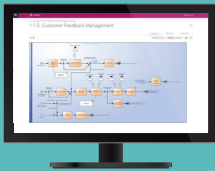




Best Practices

# ITIL® 2011 Process Library for professional IT Service Management



“We strive to increase the efficiency of the IT department at our customers organizations continuously. To raise transparency, we employ the ITIL® process library for the Signavio Process Manager.”

Sven Erhatic,  
Management, ITSM Fabrik

Signavio's ITIL® process library contains a collection of best practices for delivering sustainable, process-oriented IT operations. Your organization has already standardized on BPMN for modeling processes across your enterprise. It can now also benefit from a proven ITIL process library to help streamline the delivery of IT Services.

Based on the international standards for ITIL® 2011, Signavio's ITIL® process library provides about 120 comprehensive BPMN 2.0 diagrams and documentation which can easily be customized for any organization's specific IT Service Management (ITSM) needs.

### ITIL® Process Library

Key to building any organization's success is its ability to align IT services with the business' overall strategy and existing processes. Today, highly competitive markets force organizations to continuously improve the performance of their IT Service delivery. Signavio's ITIL® process library for the Signavio Process Manager provides a cornerstone supporting ITSM projects to optimize IT services within the organization.

Signavio's ITIL® process library contains a complete reference library, comprehensive checklists and document templates for IT service management.

The package is a complete BPMN 2.0 reference library of processes covering all aspects of IT service delivery, including:

1. Service Strategy
2. Service Design
3. Service Transition
4. Service Operation
5. Continual Service Improvement

The process library also identifies the internal and external interfaces of IT Service Management

as well as role responsibilities according to the RACI assignment matrix.

Starting with Signavio's ITIL® process library saves time that would otherwise be spent developing the necessary processes models and documentation for service related IT projects.

The ITIL® process library provides highly valuable process-oriented guidance for the development and implementation of ITSM systems, combined with the benefits of the standardized BPMN 2.0 modeling language in one package. By using Signavio's ITIL® process library, IT project teams can now easily integrate any IT process with other related operational processes that have been modeled in BPMN 2.0 to create a fully integrated and highly efficient organization.

Please find further information on the ITIL® process library for the Signavio Process Manager here: [www.signavio.com/itil](http://www.signavio.com/itil).

### At a Glance

- > Acceleration of ITIL® projects
- > Check for completeness of the planned ITSM process model
- > Process-oriented support in the implementation of ITSM systems
- > Based on both BPMN 2.0 and ITIL® 2011 standards
- > Pre-defined checklists and template documents
- > Reduced service costs through standardization
- > Clear identification of roles and responsibilities according to RACI

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