

ITIL v2 & v3 Seminare Qualifizierungsschema

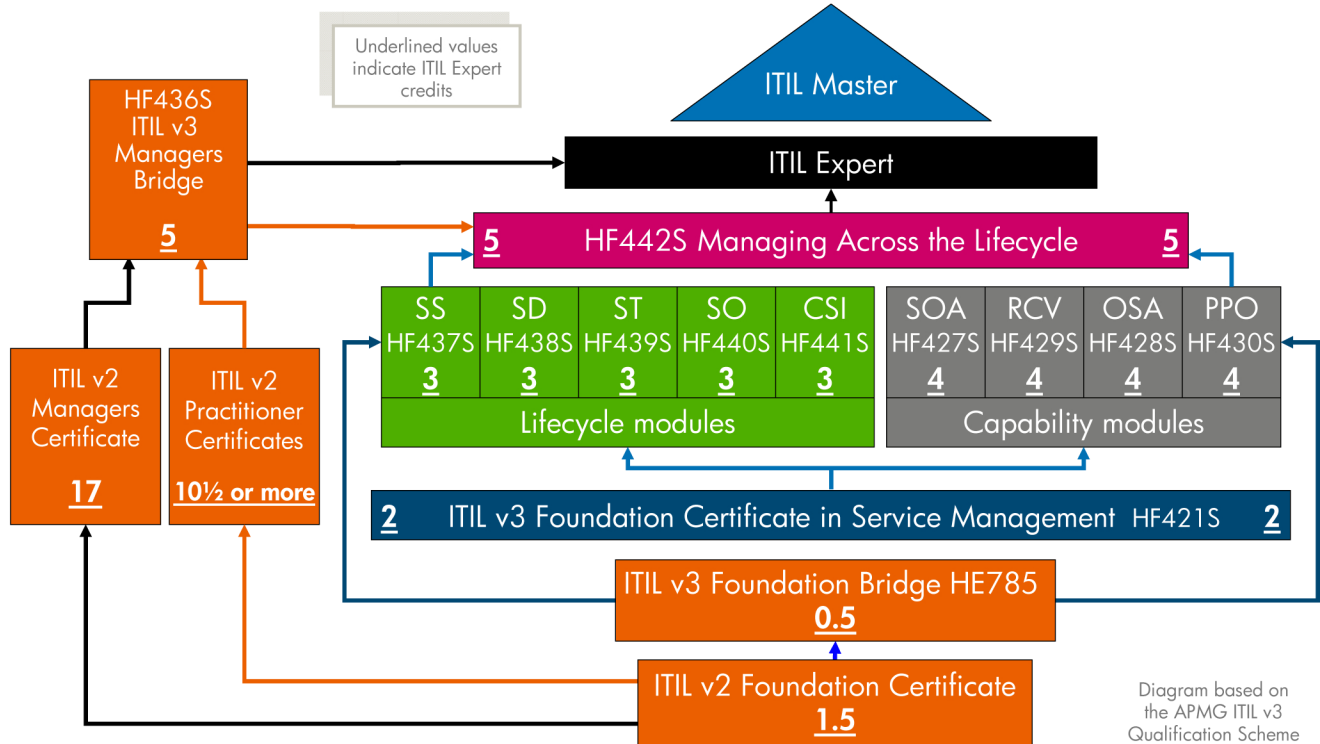


Diagram based on
the APMG ITIL v3
Qualification Scheme
Version 3.0

- SS - Strategy, SD - Design, ST - Transition, SO - Operation, CS I-Continual Service Improvement
- SO&A - Service Offerings & Agreements, RC&V - Release, Control & Validation, OS&A - Operational Support & Analysis, PP&O - Planning, Protection & Optimization