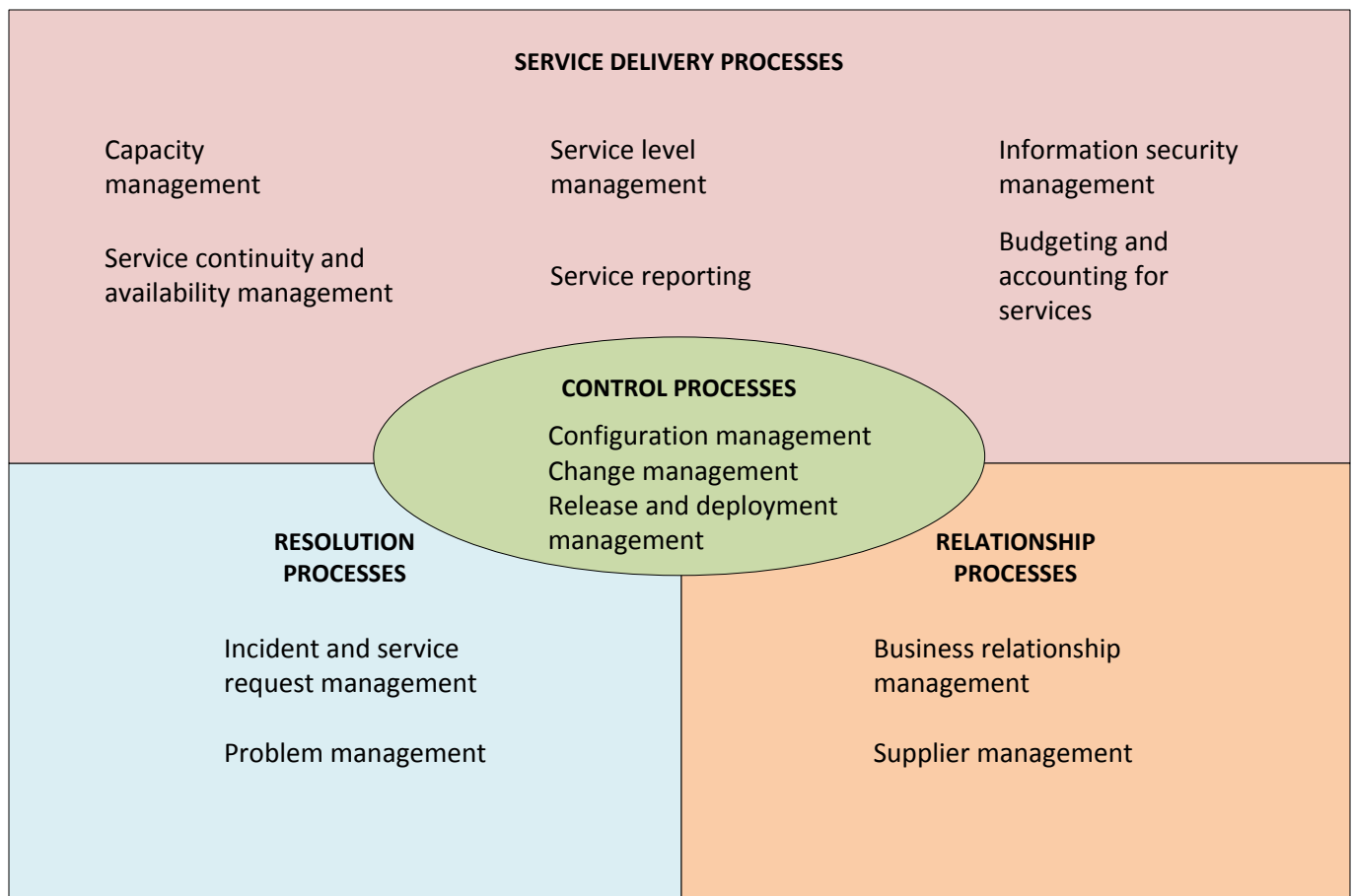
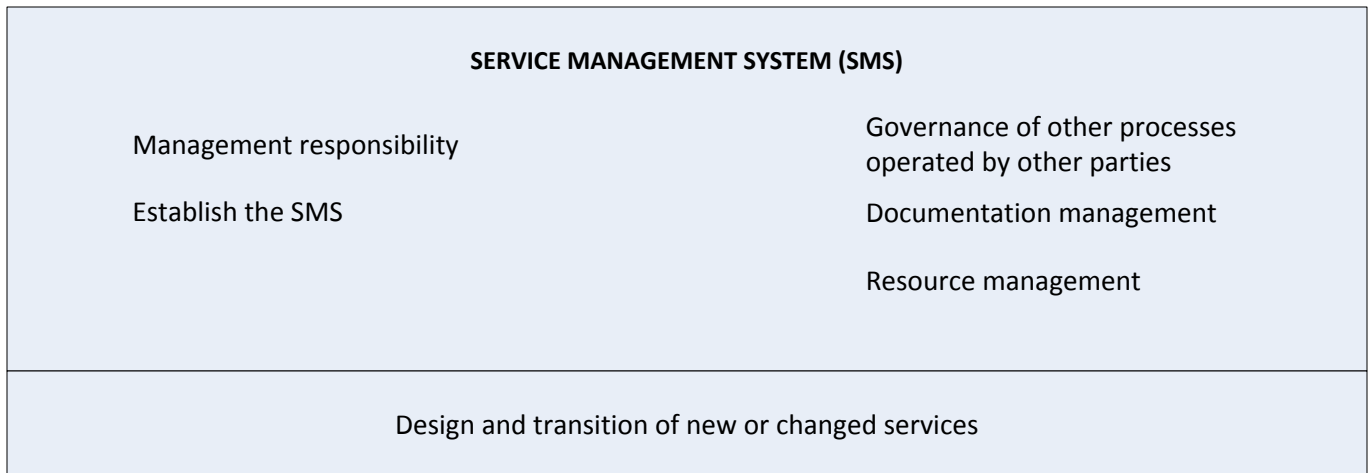


ISO 20000:2011 Service Management System and its processes



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|---|--|
| <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #fce4d6; border: 1px solid black; margin-right: 5px;"></div> Service Strategy and Service Design (ITIL v3) </div> | <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #e0f7fa; border: 1px solid black; margin-right: 5px;"></div> Service Operation (ITIL v3) </div> |
| <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #e8f5e9; border: 1px solid black; margin-right: 5px;"></div> Service Transition (ITIL v3) </div> | <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #fff9c4; border: 1px solid black; margin-right: 5px;"></div> Supplier Management appeared in ITIL v3 (Service Design). Business relationship management is presented as a new process in ITIL 2011 edition. </div> |

