

ITILV3 Phase	ITILV3 Process	Level	System Center 2012		
			1st	2nd	
Service Strategy	Processes	Strategy Generation	3		
		Financial Management	3		
		Service Portfolio Management	1	SCSM	
		Demand Management	2		SCOM
Service Design	Processes	Service Catalog Management	1	SCSM	
		Service Level Management	1	SCSM	SCOM
		Capacity Management	1	SCOM	SCVMM
		Availability Management	1	SCOM	SCVMM
		IT Service Continuity Management	1	SCOM	SCDPM
		Information Security Management	1	SCCM	SCSM
		Supplier Management	2	SCSM + 3rd	
Service Transition	Processes	Transition Planning and Support	3		
		Change Management	1	SCSM	SCCM
		Service Asset and Configuration Management	1	SCSM	SCCM
		Release and Deployment Management	1	SCSM	SCCM
		Service Validation and Testing	1	SCOM	SCVMM
		Evaluation	1	SCOM	SCVMM
		Knowledge Management	1	SCSM	SCOM
Service Operation	Processes	Event Management	1	SCOM	
		Incident Management	1	SCSM	SCOM
		Request Fulfillment	1	SCSM	
		Problem Management	1	SCSM	SCOM
		Access Management	2		SCSM
	Functions	Service Desk	1	SCSM	
		Technical Management	2		SCOM
		IT Operations Management	1	SCOM	SCCM
		Application Management	1	SCOM	SCCM
Continual Service Improvement	Processes	7 Step Improvement Process	2		SCOM
		Service Reporting	1	SCOM	SCVMM
		Service Measurement		SCOM	SCVMM