Index of ITIL Roles

ITIL Stage	ITIL Processes/ ITIL Roles

Service Strategy — 1

Strategy Management for IT Services 1.1	Service Portfolio Management 1.2	Financial Management for IT Services 1.3	Demand Management 1.4	Business Relationship Management 1.5
Service Strategy Manager	Service Portfolio Manager	Financial Manager	Demand Manager	Business Relationship Manager
IT Steering Group (ISG)	IT Steering Group (ISG)			Customer

Service Design — 2

Design Coordination 2.1	Service Catalogue Management 2.2	Service Level Management 2.3	Risk Management 2.4	Capacity Management 2.5	Availability Management 2.6	IT Service Continuity Management 2.7	Information Security Management 2.8	Compliance Management 2.9	Architecture Management 2.10	Supplier Management 2.11
Service Design Manager	Service Catalogue Manager	Service Level Manager	Risk Manager	Capacity Manager	Availability Manager	IT Service Continuity Manager	Information Security Manager	Compliance Manager	Enterprise Architect	Supplier Manager
		Service Owner								

Service Transition — 3

Change Management 3.1	Change Evaluation 3.2	Project Mgmt. (Transition Planning and Support) 3.3	Application Development 3.4	Release and Deployment Management 3.5	Service Validation and Testing 3.6	Service Asset and Configuration Management 3.7	Knowledge Management 3.8
Change Manager	Change Manager	Project Manager	Application Developer	Release Manager	Test Manager	Configuration Manager	Knowledge Manager
Change Advisory Board (CAB)							
Emergency Change Advisory Board (ECAB)							

Service Operation — 4

Event Management 4.1	Incident Management 4.2	Request Fulfilment 4.3	Access Management 4.4	Problem Management 4.5	IT Operations Control 4.6	Facilities Management 4.7	Application Management 4.8	Technical Management 4.9
IT Operations Manager	Incident Manager	Incident Manager	Access Manager	Problem Manager	IT Operations Manager	Facilities Manager	Applications Analyst	Technical Analyst
IT Operator	1st Level Support				IT Operator			
	1st Level Support							
	2nd Level Support							
	Major Incident Team							

Continual Service Improvement — 5

Service Review 5.1	Process Evaluation 5.2	Definition of CSI Initiatives 5.3	Monitoring of CSI Initiatives 5.4
CSI Manager	Process Architect	CSI Manager	CSI Manager
	Process Owner		