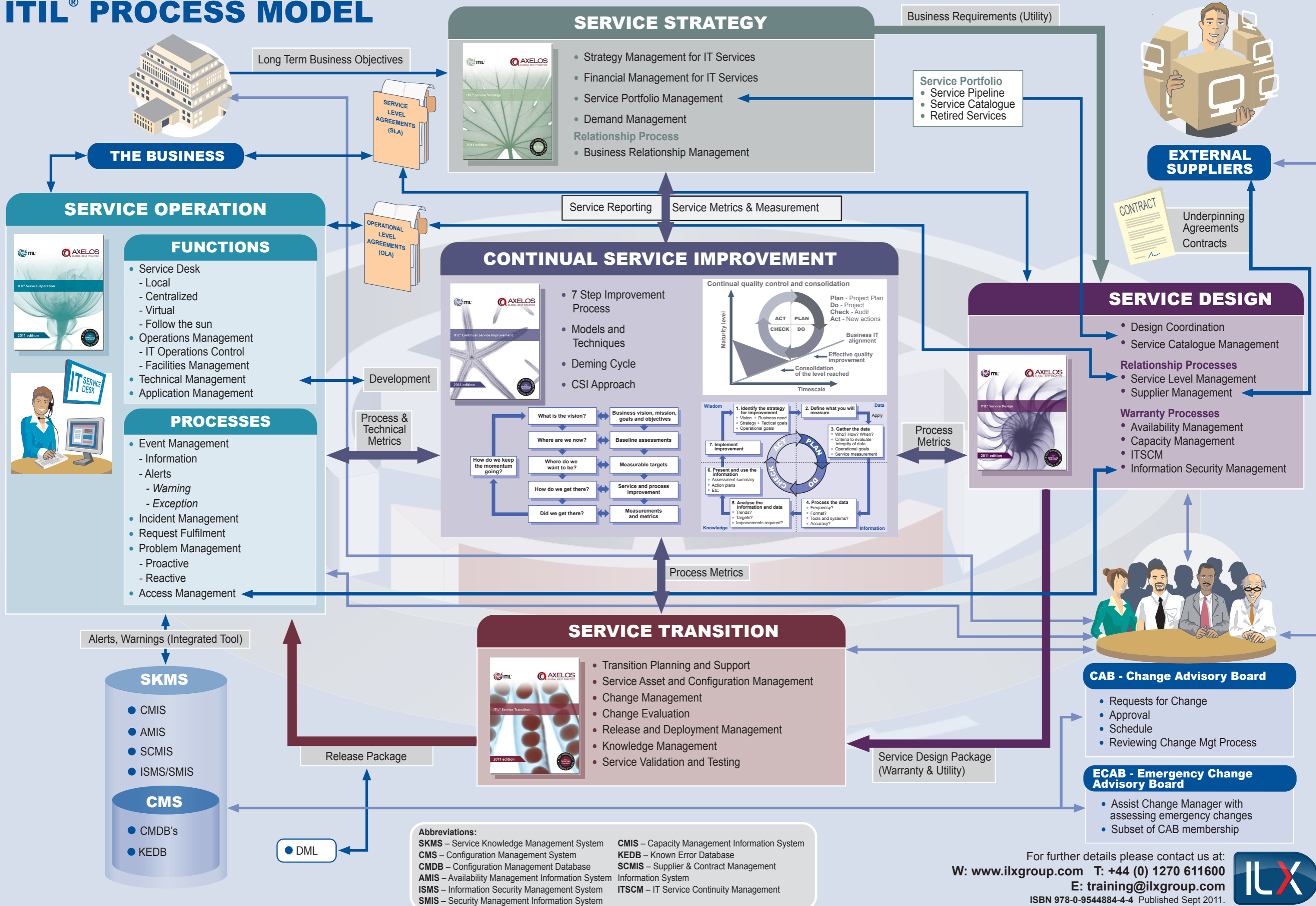


ITIL® PROCESS MODEL



Abbreviations:

SKMS – Service Knowledge Management System | **CMIS** – Capacity Management Information System
CMS – Configuration Management System | **KEDB** – Known Error Database
CMDB – Configuration Management Database | **SCMIS** – Supplier & Contract Management Information System
AMIS – Availability Management Information System | **ITSCM** – IT Service Continuity Management
ISMS – Information Security Management System | **SMIS** – Security Management Information System

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