

*Template: process Definition*

*This document is a template for an ITSM process definition. Version 1.0 (2014-02-21)*

# *Comments & usage guidance*

* *This template provides a generic structure to be applied for defining and documenting any IT service management process.*
* *This template should be used to define each process that you are implementing.*
* *For this template and its contents, the terminology (terms and definitions) according to FitSM-0 applies.*

This file is part of the FitSM series of standards for lightweight service management in federated IT infrastructures. It is intended to form the basis of documentation for those implementing (IT) service management following the FitSM approach or related frameworks. It may be edited to fit the needs of the specific area of application.

For more information on FitSM visit [www.fitsm.eu](http://www.fitsm.eu).

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[Name of the process]

# Introduction & overview

[Brief introduction and high-level overview of the process, including a statement on the scope of the process]

# Goal & objectives

The primary goal of this process is […].

The process covers the following objectives:

* [Objective 1]
* [Objective 2]
* …

# Role model

The following roles are relevant in the context of this process and need to be assigned to persons or teams / groups involved in the process.

|  |  |  |
| --- | --- | --- |
| **Role** | **Tasks** | **Ca. number of persons performing this role** |
| Process Manager  **PM [Process acronym}** | * To maintain the process definition / description (this document) * To perform process reviews as a basis for the continual improvement of the effectiveness and efficiency of the process * To ensure adequate communication to increase the awareness for the process * To organize trainings on the process for people involved in the process * [Further tasks] * … | 1 |
| [Specific role]  **[Acronym]** | * [Task 1] * [Task 2] * … | [Number] |

# Relevant business objects (process artefacts)

Business objects / process artefacts are “things” that are required, produced or processed by the process or one of its activities. The following objects are relevant:

|  |  |
| --- | --- |
| **Business object / process artefact** | **Description** |
| [Object] | [Description] |
| … | … |

# Activities

## [Activity 1]

[Short description of this activity]

|  |  |
| --- | --- |
| Inputs, required information | * [Input 1] * [Input 2] * … |
| Roles involved | * [Role 1] * [Role 2] * … |
| Outputs | * [Output 1] * [Output 2] * … |
| Actions | * [Action 1, with reference to procedure, if required] * [Action 2, with reference to procedure, if required] * … |
| Alternative actions, exceptions, additional information |  |

## [Activity 2]

[Short description of this activity]

|  |  |
| --- | --- |
| Inputs, required information | * [Input 1] * [Input 2] * … |
| Roles involved | * [Role 1] * [Role 2] * … |
| Outputs | * [Output 1] * [Output 2] * … |
| Actions | * [Action 1, with reference to procedure, if required] * [Action 2, with reference to procedure, if required] * … |
| Alternative actions, exceptions, additional information |  |

## [Activity 3]

[Short description of this activity]

|  |  |
| --- | --- |
| Inputs, required information | * [Input 1] * [Input 2] * … |
| Roles invovled | * [Role 1] * [Role 2] * … |
| Outputs | * [Output 1] * [Output 2] * … |
| Actions | * [Action 1, with reference to procedure, if required] * [Action 2, with reference to procedure, if required] * … |
| Alternative actions, exceptions, additional information |  |

# Interfaces

The following table summarizes the most important interfaces (i.e. information or control flows) between this process and other processes and their related activities.

|  |  |  |
| --- | --- | --- |
| **Interface type: “require from” or “provide to”** | **Interfacing process (and activity)** | **Description of the interface** |
| [Type] | [Process or activity] | [Description] |
| … | … | … |

# Key performance indicators

The following key performance indicators are used to measure the effectiveness and efficiency of the process. Targets for these KPIs are not subject to this process description, since they should be defined as part of governance activities.

|  |  |  |
| --- | --- | --- |
| **Name of the KPI** | **Specification** | **Additional information (including reference to critical success factors & how to measure and report)** |
| [Name] | [Specification] | [Further information] |
| … | … | … |

# Document control

|  |  |
| --- | --- |
| Document ID | [Unique document identifier] |
| Document title | Process definition: [Name of the process] |
| Definitive storage location | [Storage location, e.g. URL of the file on a server or document management system] |
| Document owner | [Name of the person primarily responsible for maintaining and reviewing this document] |
| Version | [Version] |
| Last date of change | [Date] |
| Next review due date | [Date] |
| Version & change tracking | [Version history & simple change log] |