

Checklist of recommended ITIL® documents for processes and functions

WHITE PAPER

ITIL process/ function name	Recommended document (click to see the preview)	Definition / purpose of the document
Strategy Management for IT Services	Strategy Management for IT Services process	Formal process description.
	Strategy Plan	Could be one or several documents aimed to document course of actions to achieve strategic goals.
	Strategy Review Schedule	Time plan to review mission/vision statement as well as Strategic Plan. Optionally, it could be included in end sections of Strategic Plan.
Service Portfolio Management	Service Portfolio Management process	Formal process description.
	Service Portfolio List	A document that contains a list of and information about services in the service pipeline, service catalogue, and retired services stages of the service portfolio.
	Service Charter	A document that authorizes service design and build of new or changed services.

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	Change Proposal	A document that contains a high-level description of the proposed changes. It is used to assess and schedule resources needed to charter the service.
Financial Management for IT Services	Financial Management Process	Formal process description.
	Budgeting and Controlling	<p>Budgeting allows the organization to ensure finances for the establishment and maintenance of the services. Next to budgeting is controlling, which is a mechanism to control spending of the planned funds and income from the customers.</p> <p>By establishing such document, the IT organization will be accountable for the cost of the services and charging to the customers.</p>
Demand Management	Demand Management Process	Formal process description.
	Business Relationship Management Process	Formal process description.

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Business Relationship Management	Customer Portfolio	This document will help you to keep all relevant information about your customers in a single place.
	Customer Satisfaction Survey	A survey distributed to the customers to gather feedback about customers' satisfaction with the provided services.
	Customer Compliment Report	Using this document, customers are able to express their compliments regarding the IT organization's service(s).
	Customer Complaint Report	Official document by which customers can express their dissatisfaction with provided services or related activities.

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	Service Performance Review Report	A document that will provide you with all relevant information, and which will clearly describe the status of the service. In such a way, the Business Relationship Manager will be provided with necessary inputs while communicating with the customer.
Design Coordination	Design Coordination process	Formal process description.
	Service Design Package	Comprehensive service description covering as much detail as possible, to describe resources and activities needed throughout the service's lifecycle.
	Service Catalogue Management Process	Formal process description.

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Service Catalogue	Service Catalogue	<p>Contains a formal description of the live services or services getting ready to enter the live environment. The purpose of the Service Catalogue is twofold:</p> <p>To be presented to the customers and describe (in business language) all relevant information about the service.</p> <p>To describe (in technical language) the service with all technical details, and provide the internal IT organization with the information about related services, systems, and interfaces.</p>
Service Level Management	Service Level Management process	Formal process description.
	Service Reports	Document that provides details about the service's performance, incidents, problems, changes, etc. The Service Report is used while preparing customer meetings and discussion about achievements against the SLA.
	Service Level Agreement (SLA)	Formal agreement between the IT organization and the customer describing roles and responsibilities of

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		both parties, as well as targets that need to be achieved.
	Operational Level Agreement (OLA)	Agreement between the IT service provider and another part of the same organization aimed at defining all targets and responsibilities while supporting the service.
	Customer Agreement Portfolio	List of the agreements with the customers aimed at providing a single source of basic information about all active agreements.
	Service Level Requirements	Set of service targets and requirements with the purpose to provide a base for service level targets, which must be achieved and compared to the requirements.
	Service Improvements Opportunities	Documented opportunities for improvement.

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	Service Review Meeting Minutes	Provides a written trace of the issues, discussed topics, agreements, and action items during the regular meeting between the IT organization and their customer.
Availability Management	Availability Management Process	Formal process description.
	Availability Plan	Document aimed at ensuring that existing and future availability requirements are provided cost effectively, to improve the availability of current services, define availability level of new services, and modify availability requirements for some of the existing IT services.
	Availability Measurement Report	Document with the purpose to report about performed measurements of provided services and components to make sure that deviations in availability, reliability, and maintainability are detected, actioned, recorded, and reported.
	Capacity Management Process	Formal process description.

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Capacity Management	Capacity Plan	A document that is used to plan sufficient capacity in response to set demand.
	Capacity Measurement Report	Report about the performance of the services and/or components used by other processes to ensure service performance, conformance to the service level requirements, and (incident/problem) investigation and diagnosis.
IT Service Continuity Management	IT Service Continuity Management Process	Formal process description.
	Business Impact Analysis and Recovery	The purpose of this document is to identify vital business functions, their requirements toward IT service continuity, and recovery options.
	IT Service Continuity Plan	The purpose of the IT Service Continuity Plan is to define precisely how the IT organization will recover or continue the operation of IT services, applications, systems, or components at the agreed level based on business requirements.

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	Business Impact Analysis and Recovery	Could be integrated with BIA or IT Service Continuity Plan. Provides recovery options that apply in case the IT Service Continuity Plan is activated.
	Risk Assessment and Treatment	Formal plan used to perform risk assessment and treatment.
Information Security Management	Information Security Management Process	Formal process description.
	Information Security Policy	A document that provides guidelines for Information Security Management in regards to the provided services, as well as business needs, and covers all relevant areas of information security.
	Report on Security Breaches	Report with the purpose to identify weak points and create improvement opportunities in the area of information security. Could be an integral part of Incident Management reporting.
	Security Test Schedules and Plans	Formal plan when security tests will be performed.

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	Security Controls	A document that defines security controls to be implemented in order to plan activities, manage implementation, and provide needed resources. Could be an integral part of the Risk Assessment and Treatment Plan.
	Security Audit and Audit Report	A document that defines the Internal Audit Policy (if not covered in the scope of the Information Security Policy), the internal audit program, and the Internal Audit Report. In such a way, the organization is provided with all necessary tools to manage and perform internal audit activities.
Supplier Management	Supplier Management Process	Formal process description.
	Underpinning Contract	Formal agreement between the IT organization and the supplier, describing roles and responsibilities of both parties as well as targets that need to be achieved.

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	Supplier Performance Report	Report of the supplier's performance so that the IT organization gets an overview of the supplier's performance and defines appropriate measures.
	Supplier Agreement Portfolio	List of all suppliers, with relevant data, aimed at getting a clear overview and control of involved suppliers and responsible parties inside the organization.
	Supplier Survey	Survey aimed at getting feedback on the supplier's performance from all people (from own organization) working with the surveyed supplier. The purpose of such survey is to get a clear picture of the supplier's performance and information that can be used while choosing a supplier or renegotiating the agreement.
	Supplier review minutes	Minutes of the meeting with the supplier. The purpose of such document is to track issues and action items, and analyze the performance of the supplier.
	Transition Planning and Support Process	Formal process description.

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Transition Planning and Support	Transition Plan	<p>The purpose of the Transition Plan is to:</p> <ul style="list-style-type: none"> • define the tasks and activities that need to take place to efficiently move a service from the design environment to the production, operations, and maintenance environments. • identify staffing and training needs for service operation and maintenance.
Change Management	Change Management Process	Formal process description.
	Change Management Policy	A document that is a guideline for the process, defining all-important aspects of the Change Management process. It could be an integral part of the process description.
	Request for Change	Formal document that describes the requested change and triggers change management activities.
	Change Record	A record containing all information needed for change assessment, approval, and implementation.

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	Projected Service Outage	Time plan for change implementation aimed at making management of change implementation controllable.
	Change Advisory Board Minutes of the Meeting	Provides a written trace of the issues, discussed topics, change decisions, and actions during the Change Advisory Board (CAB) meeting.
Service Asset and Configuration Management	Service Asset and Configuration Management Process	Formal process description.
	Configuration Records	Record with all relevant data about the configuration items in order to maintain control of the managed services and environment.
	Audit Reports	A document that contains all relevant information from a performed Configuration Management System (CMS) audit.

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	Service Asset and Configuration Management Plan	A document that defines all rules, scope, and responsibilities in order to implement Service Asset and Configuration Management inside the IT organization.
Release and Deployment Management	Release and Deployment Management Process	Formal process description.
	Release and Deployment Planning	A formal plan of how to perform release and deployment of the service. The purpose of this document is to more easily manage releases.
	Service Transition Report	A document with findings about the particular release and possible action items after the release of the service into the live environment.
	Customer Release and Deployment Policy	A document that defines specifics for a certain customer in order to efficiently manage the customer's release.

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Service Validation and Testing	Service Validation and Testing Process	Formal process description.
	Test Plan	Document that plans and records tests and test results. It helps to maintain control of the time schedule of various testing of the service.
Change Evaluation	Change Evaluation Process	Formal process description.
	Evaluation Report	A document that tracks all issues of the evaluated change.
Knowledge Management	Knowledge Management Process	Formal process description.
	Knowledge Management Plan	A document with the purpose of defining and managing sources of knowledge that the IT organization uses, and defining the technology that supports that knowledge and knowledge usage.
	Training and Awareness Plan	A document used to identify, evaluate, and plan training and awareness needs and activities.

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Event Management	Event Management Process	Formal process description.
	Event Management Catalogue	A catalogue that documents various event categories and serves for event categorization purposes as well as for efficient handling of events.
	Event Record	A record containing all information needed for event assessment and response. Usually integrated into a tool.
Incident Management	Incident Management process	Formal process description.
	Incident Catalogue	A catalogue that documents various incident categories and serves for incident categorization purposes as well as for efficient handling of incidents.
	Incident Record	A record containing all information needed for incident assessment, diagnosis, recovery, and resolution. Usually integrated into a tool.
	Major Incident Report	A document with all details and lessons learned after a major incident takes place.

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Request Fulfillment	Request Fulfillment Process	Formal process description.
	Service Request Catalogue	A catalogue that documents various event categories and serves for service request categorization purposes as well as for efficient handling of service requests.
	Service Request Record	A record containing all information needed for service request assessment and fulfillment. Usually integrated into a tool.
Problem Management	Problem Management Process	Formal process description.
	Problem Catalogue	A catalogue that documents various problem categories and serves for problem resolution purposes as well as for efficient handling of problems.
	Problem Record	A record containing all information needed for problem assessment, diagnosis, recovery, and resolution. Usually integrated into a tool.

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	Major Problem Report	A document with all details and lessons learned after a major problem takes place.
	Known Error Record	A document that contains all relevant data about the known error. The purpose of the record is to preserve and share knowledge of the IT organization.
	Minutes of Meeting of Major Problem Review	Provides a written trace of the issues, discussed topics, decisions, and actions related to a major problem.
Access Management	Access Management Process	Formal process description.
	Conflicts and Exceptions	List of conflicts and exceptions related to the IT services in order to efficiently manage them.
	Access Management Record	A record containing all information needed for managing access. Usually integrated into a tool.
Service Desk	Service Desk Function	Formal function description.

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Technical Management	Technical Management Function	Formal function description.
	Skills inventory	A document describing which skills are needed to deliver services at the required service level.
IT Operations Management	IT Operations Management function	Formal function description.
	Standard Operating Procedures	A document with detailed instructions and description for every IT operations management team, department, or group.
	Operations Log	A document with recorded activities aimed at confirming successful completion of tasks and delivery of agreed IT service, or serves as a basis for root cause analysis from problem management.
	Shift Schedule and Report	A document that outlines the exact activities that need to be carried out during the shift. The purpose of the document is to better manage shifts.

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Application Management	Application Management Function	Formal function description.
	Application Portfolio	A document that lists all applications used to support IT services.
7-step improvement process	Measurements and Reports	A document containing consolidated measurement data and reports. The purpose of this document is to provide information needed to set improvement initiatives.
	Service Improvement Plan	The purpose of this document is to document service measurement results and manage respective improvement measures.

Useful resources

These online materials will help you with ITIL® implementation:

- Here you can download a free preview of [ITIL® Documentation Toolkit](#) – in this free preview, you will be able to see the Table of Contents of each of the mentioned documented procedures, as well as a few sections from each document.



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