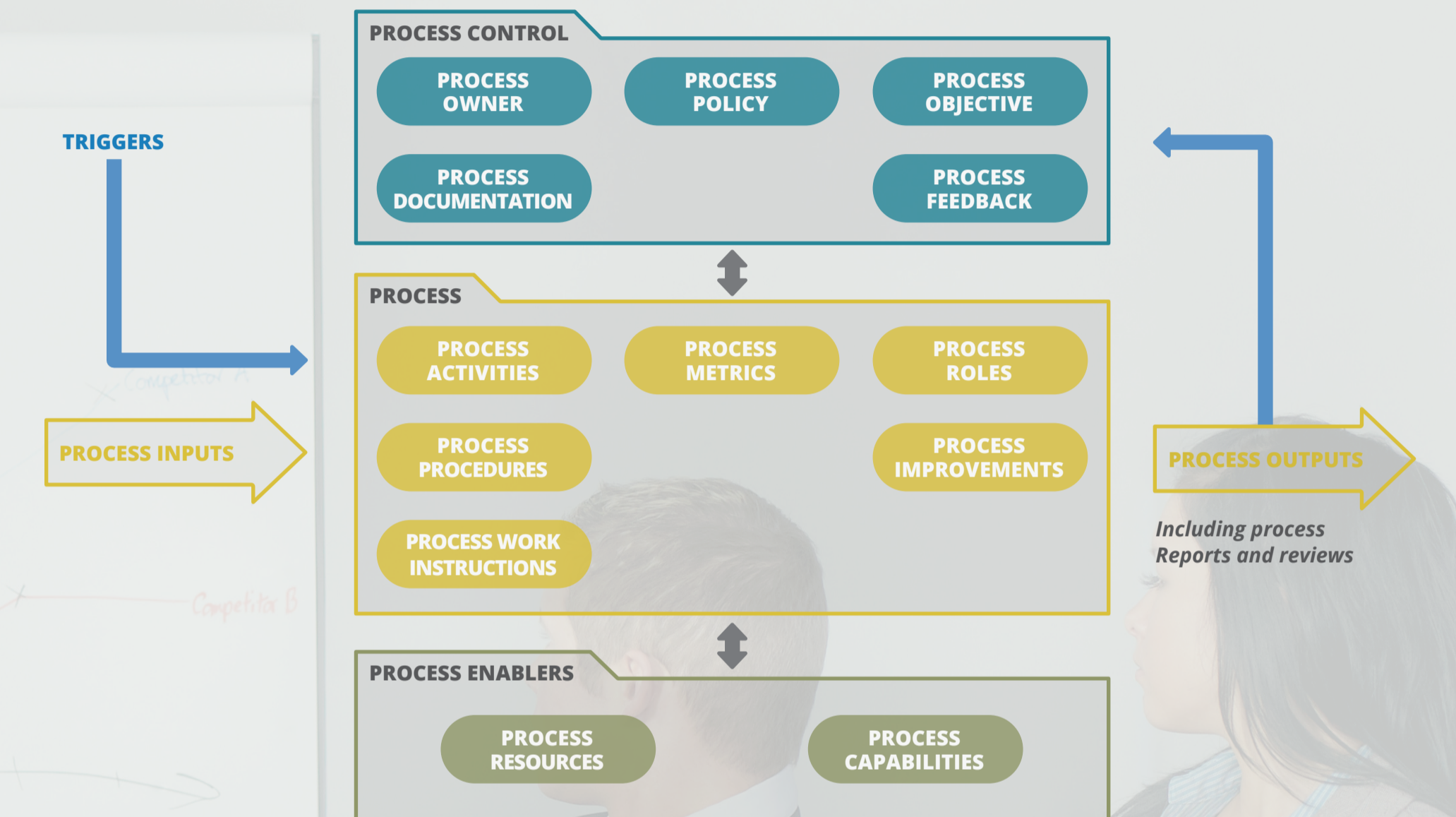


ITIL® Poster Series #21

Generic Process Model

ITIL uses the concept of processes throughout the framework. All processes should share similar characteristics, and follow a basic concept.

In this diagram we are going to show you the basic elements of a generic process. Consider this when you look at the processes you use in your own organisation. If any parts of missing, why are they missing and do they make a difference to the performance of the process and delivery of the outcome.



Basic Flow

The first section shows the basic flow of a process, the input, the process activities, metrics, roles, procedures and work instructions, including any improvements. The process output should include reporting and reviews of the process.

Process Enablers

In the second section, we add the process enablers. These are the resources required to deliver the process, and the capability to carry out the activities to the required standard.

Process Controls

In the third section, we add the process controls. A process without controls is a process that is unlikely to be carried out successfully. The controls include having a policy to specify the standards the process should follow and process objectives. The controls should include identification of the process owner, as well as the documentation and mechanism for receiving process feedback.

Retired Services

The fourth section points out the necessary element of a trigger for the process, and the process is concluded with a feedback loop from output back into process controls. In this way, a process is able to maintain continuous improvement.

THESE ELEMENTS SHOULD BE PART OF EVERY PROCESS.

