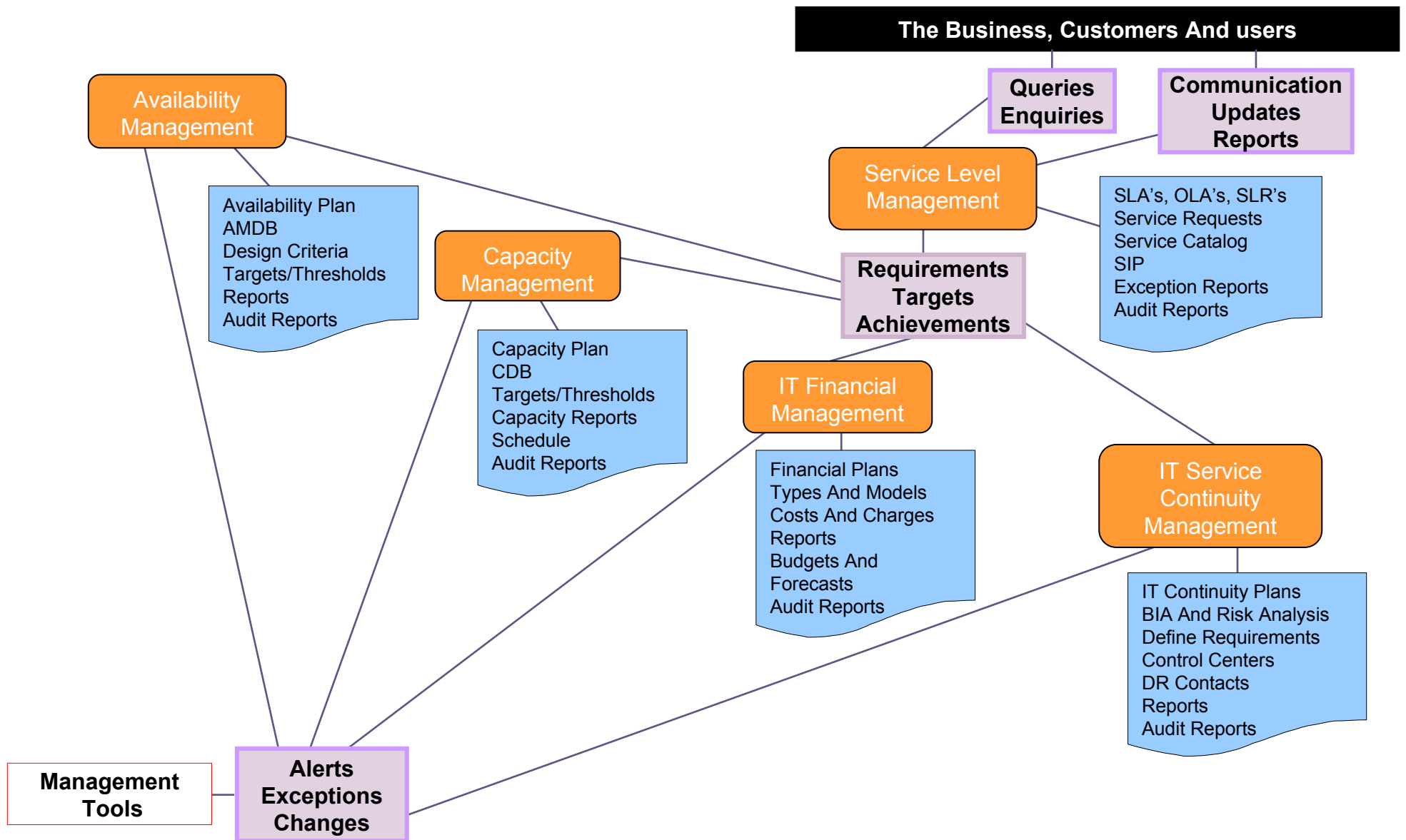
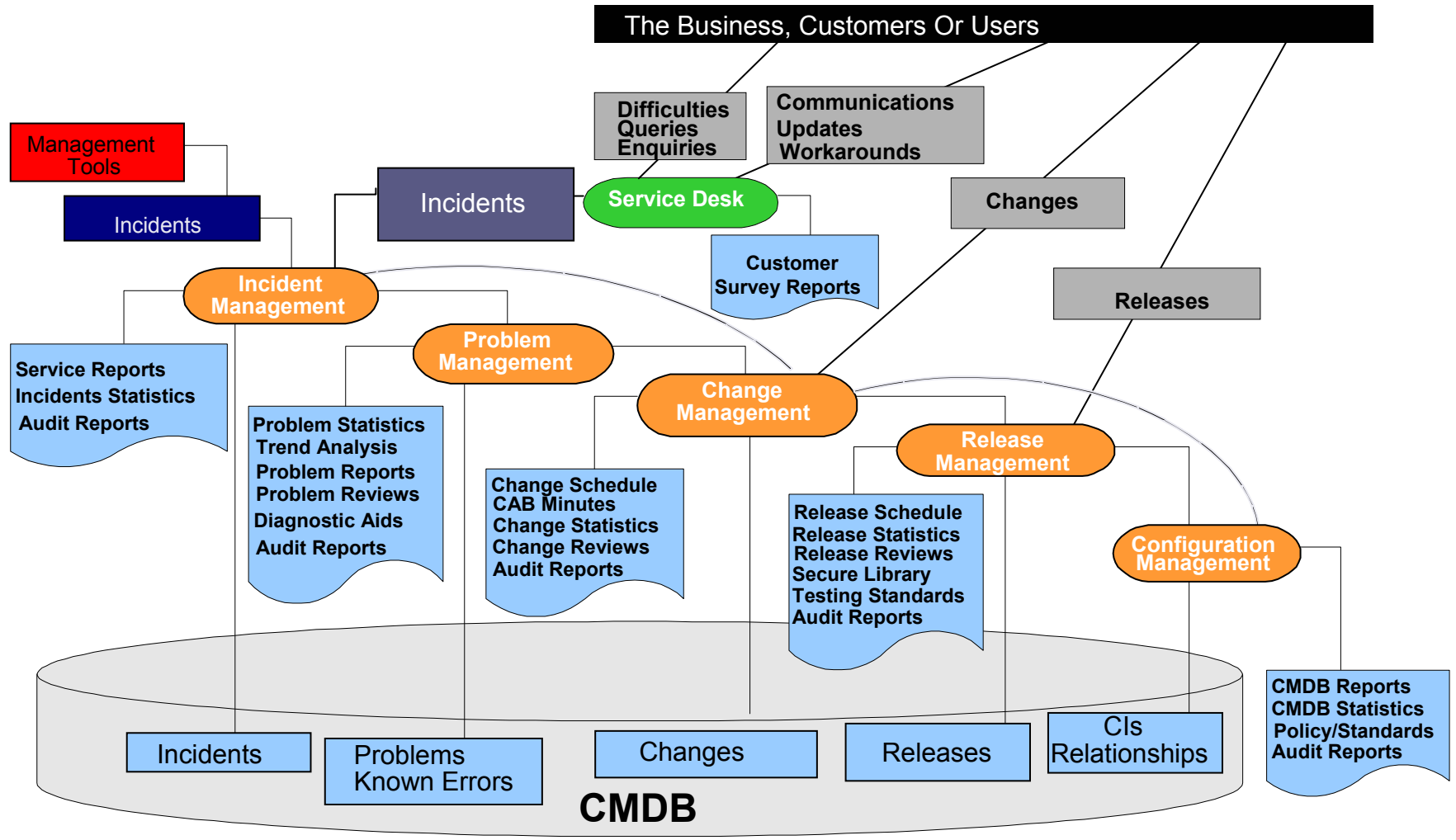


The Service Delivery Process Model



The Service Support Process Model



Consolidated ITIL Model

