

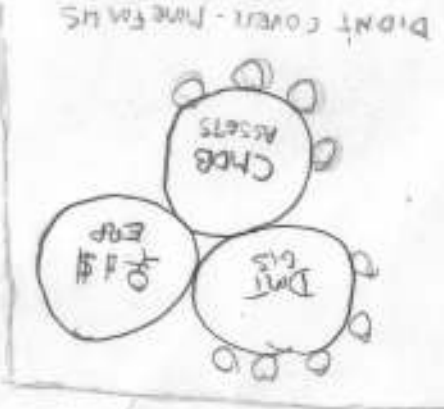
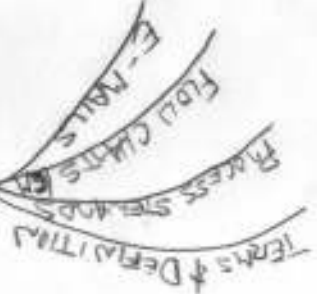
ITIL

Shape (re)start

STARTER PKG

PROJECTS

How do they manifest?
TV
Resource Heavy



Didn't cover - time for us

THE PEOPLE

#1

THE PROCESSES

Does FC (ASPs) have SA? (not really)



TECHNOLOGY

Projects (Resonance Manifest)
OBM (Mgmt, Break/Fix, Service Requests)
? Assisstant (Resonance Manifest)

Silver Bullet does the tool
Suckin' down the tool
They don't heat
Now what?



AP Picked off
AP Re-Direct
(nice doc)



BACKGROUND (w/70)

ITSM

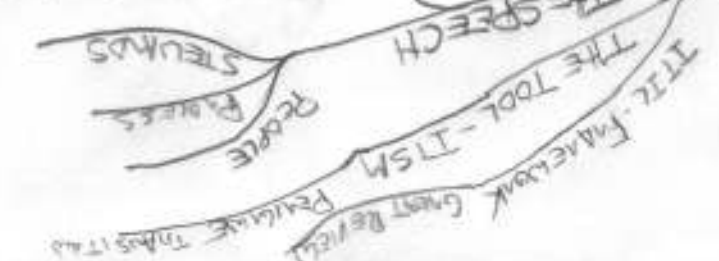
"A Tool Demo"
< Have to a next 20 of
Talkin' Process >
Silver Bullet (NOT)
The Disk (NOT)

"Most of the Design" (Additive) Spent here



Process Improvement
Change Manager
Time heavy
One failure

A Boevis 747?
Think on not
Give the wallet another
Let's go!



TV Asked about the Silver Bullet Disk and I explained why he did not need it.

IS ITSM involved? No