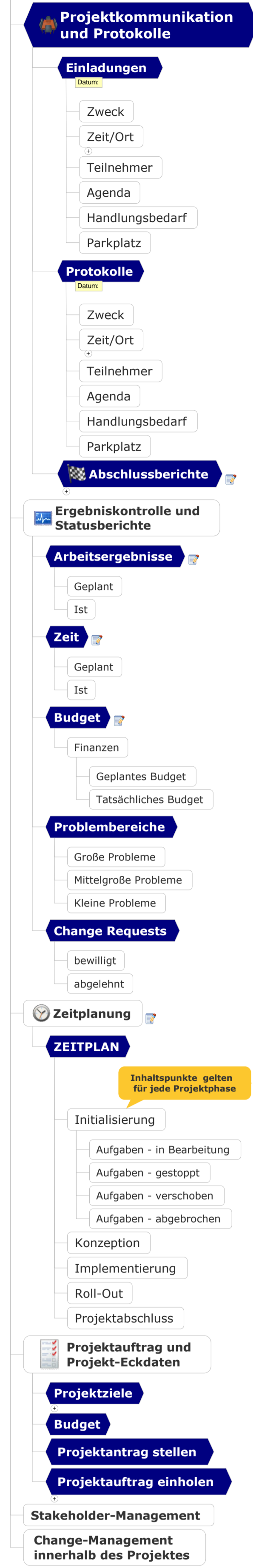
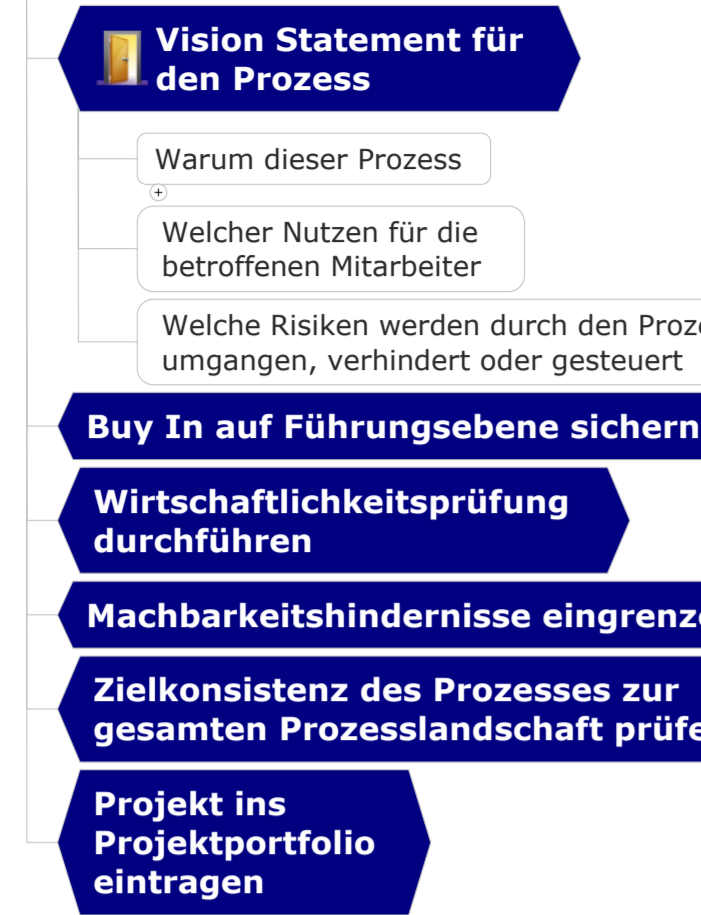


# Masterplan- Implementierung Konfigurationsmanagement-Prozess und Configuration Management Systems im IT-Servicemanagement

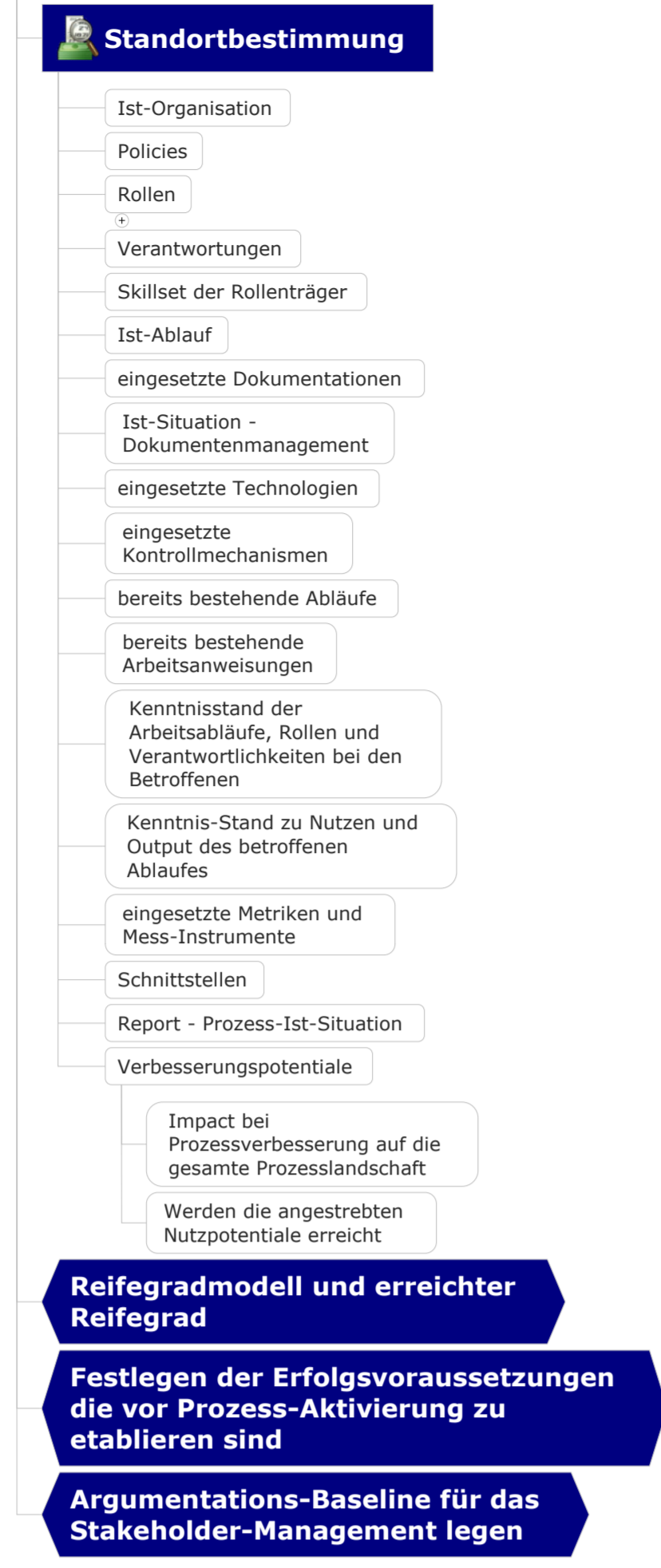
## Projektdokumentation



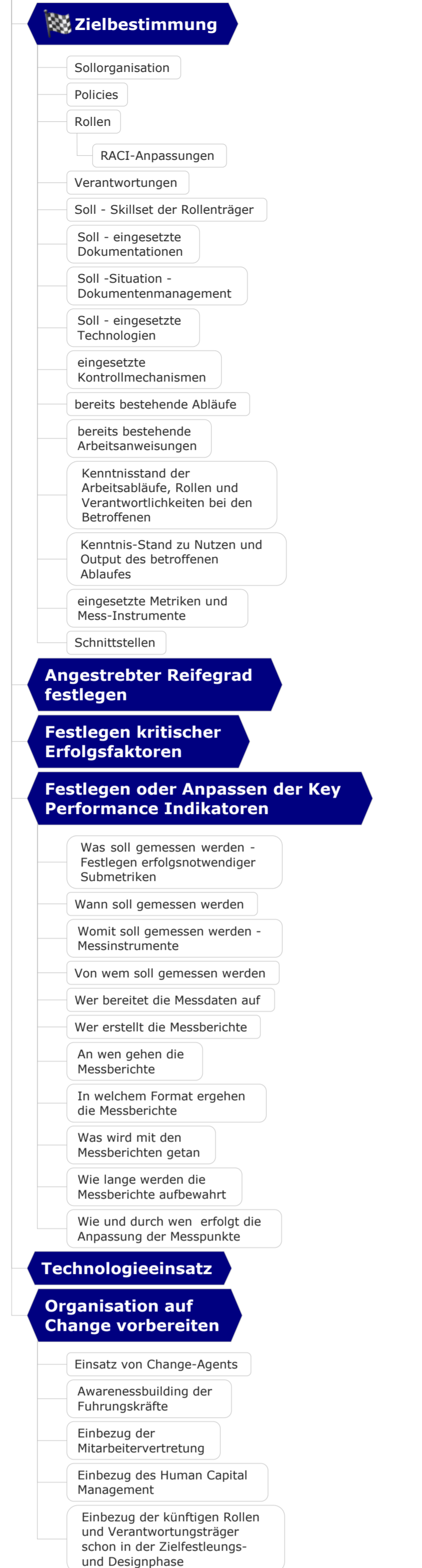
## Vision - Warum tun wir es?



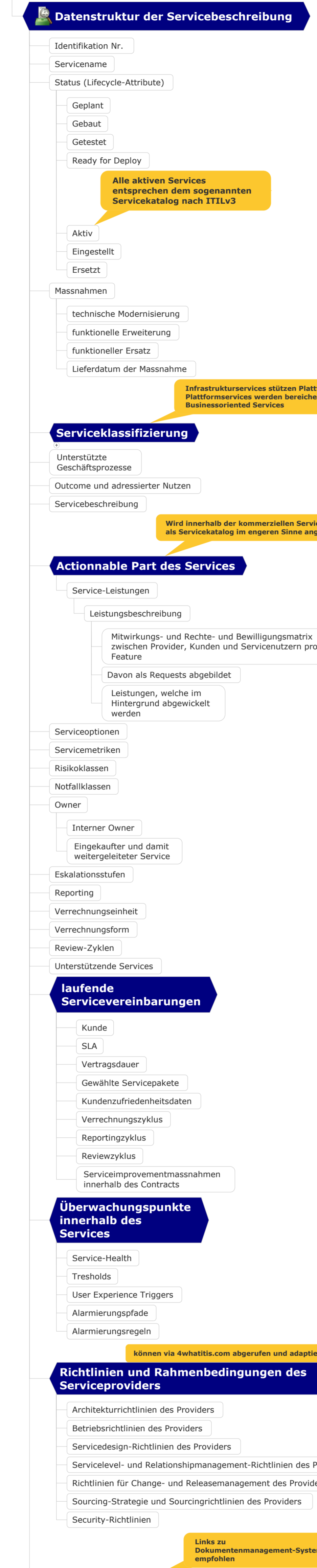
## Wo stehen wir?



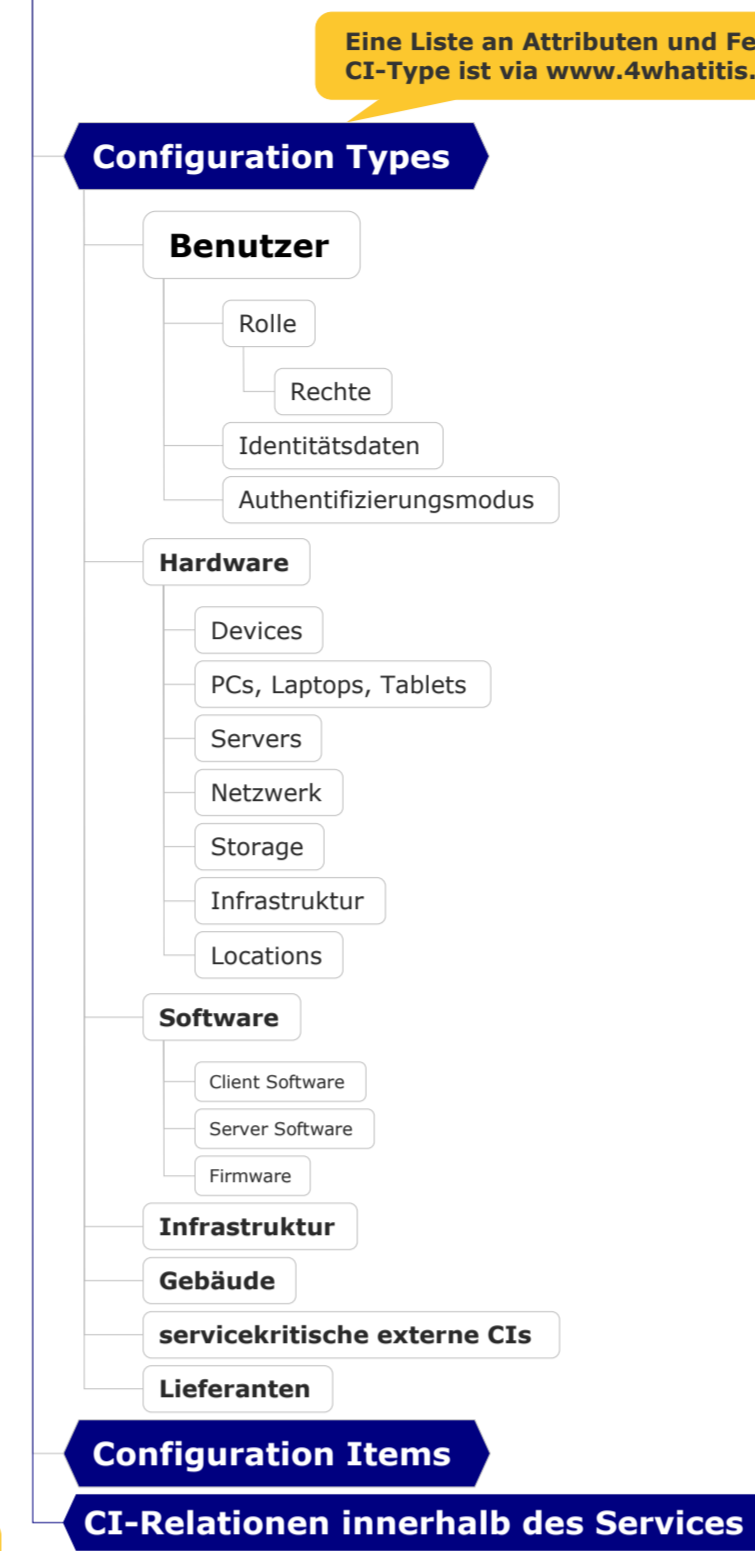
## Reorg und Prozessziele festlegen



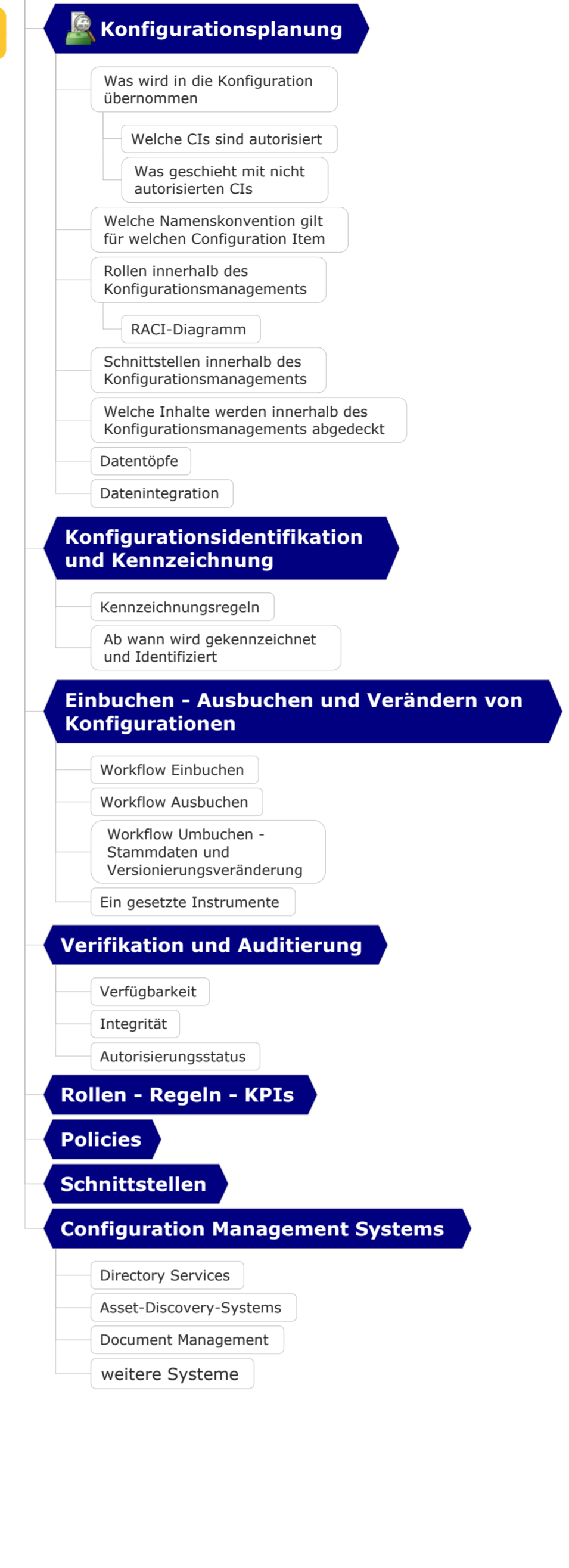
## Serviceportfolio bzw. Servicekatalog



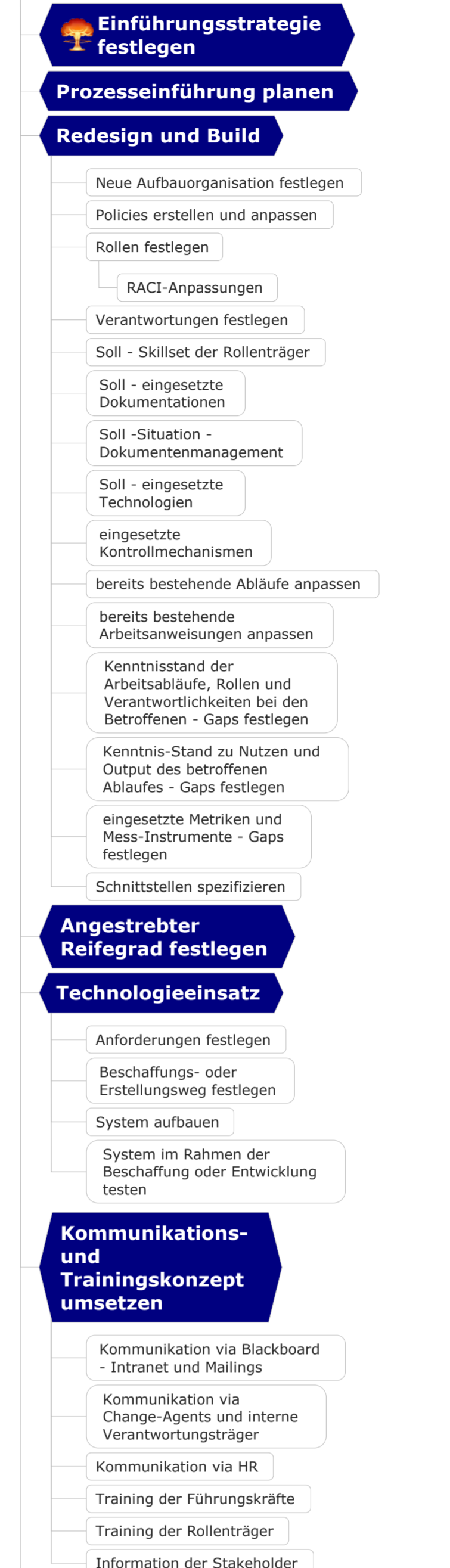
## Servicekonfiguration



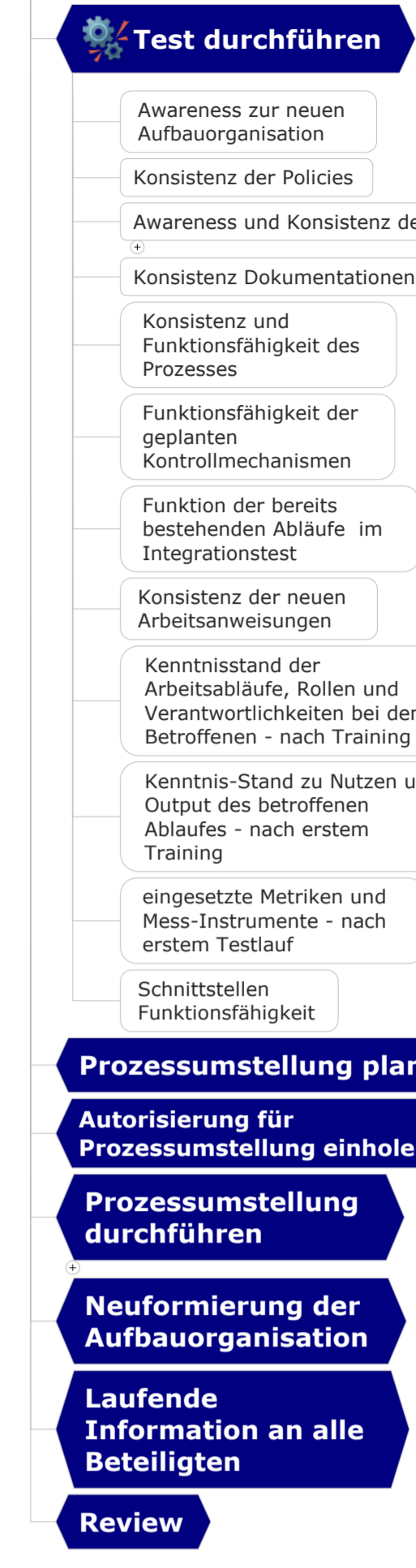
## Configuration Management - Prozess



## Prozessredesign und Aufbau



## Prozesseinführung



## Prozessverbesserung

