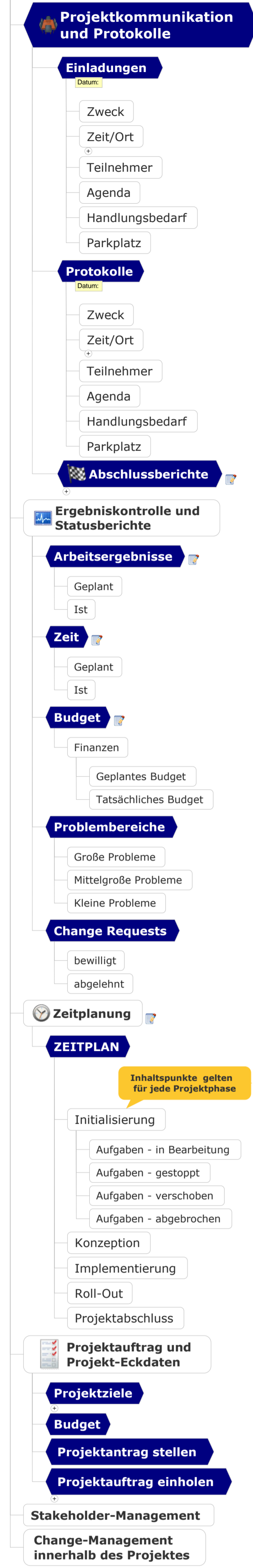
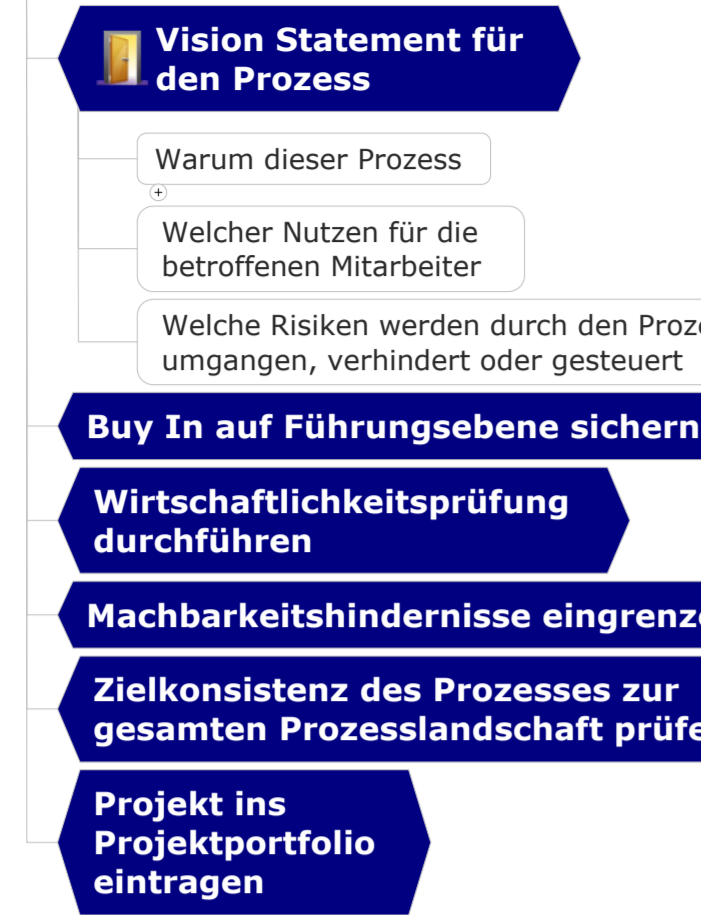


Masterplan- Implementierung Konfigurationsmanagement-Prozess und Configuration Management Systems im IT-Servicemanagement

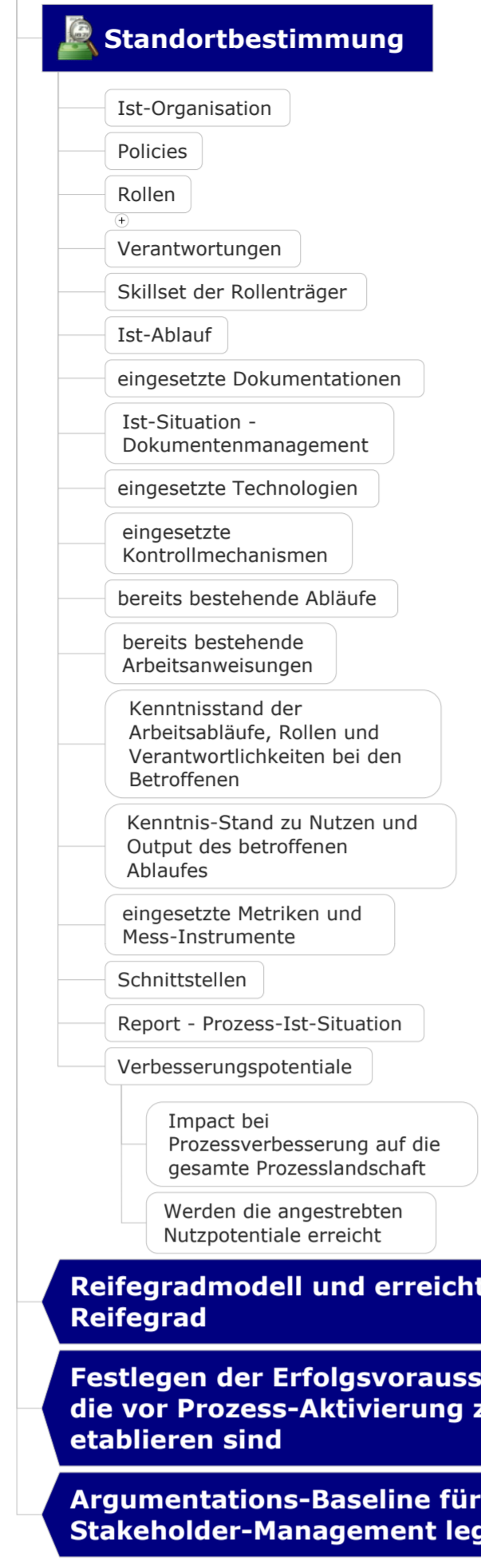
Projektdokumentation



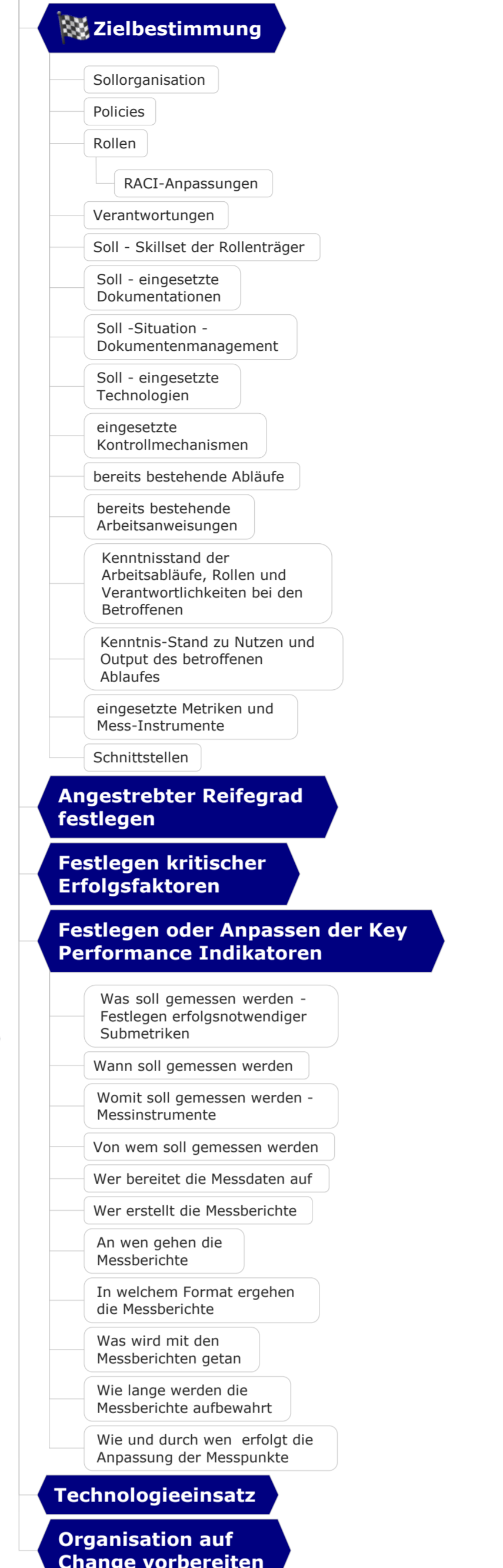
Vision - Warum tun wir es?



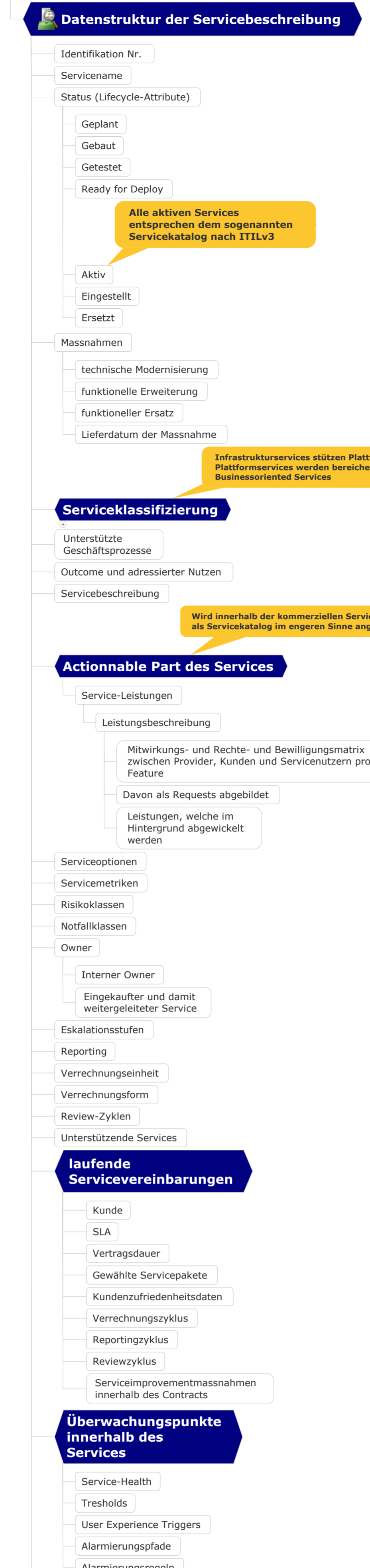
Wo stehen wir?



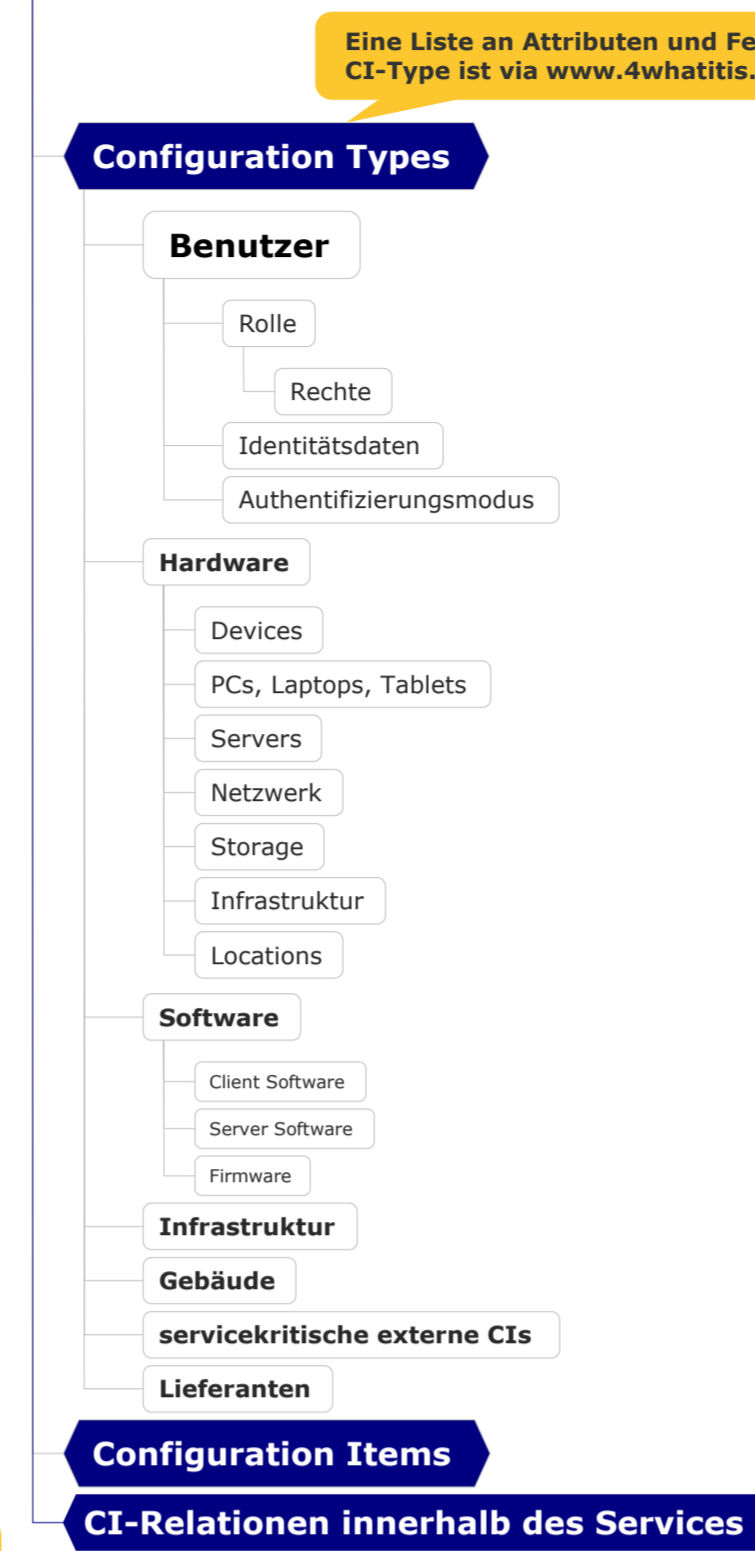
Reorg und Prozessziele festlegen



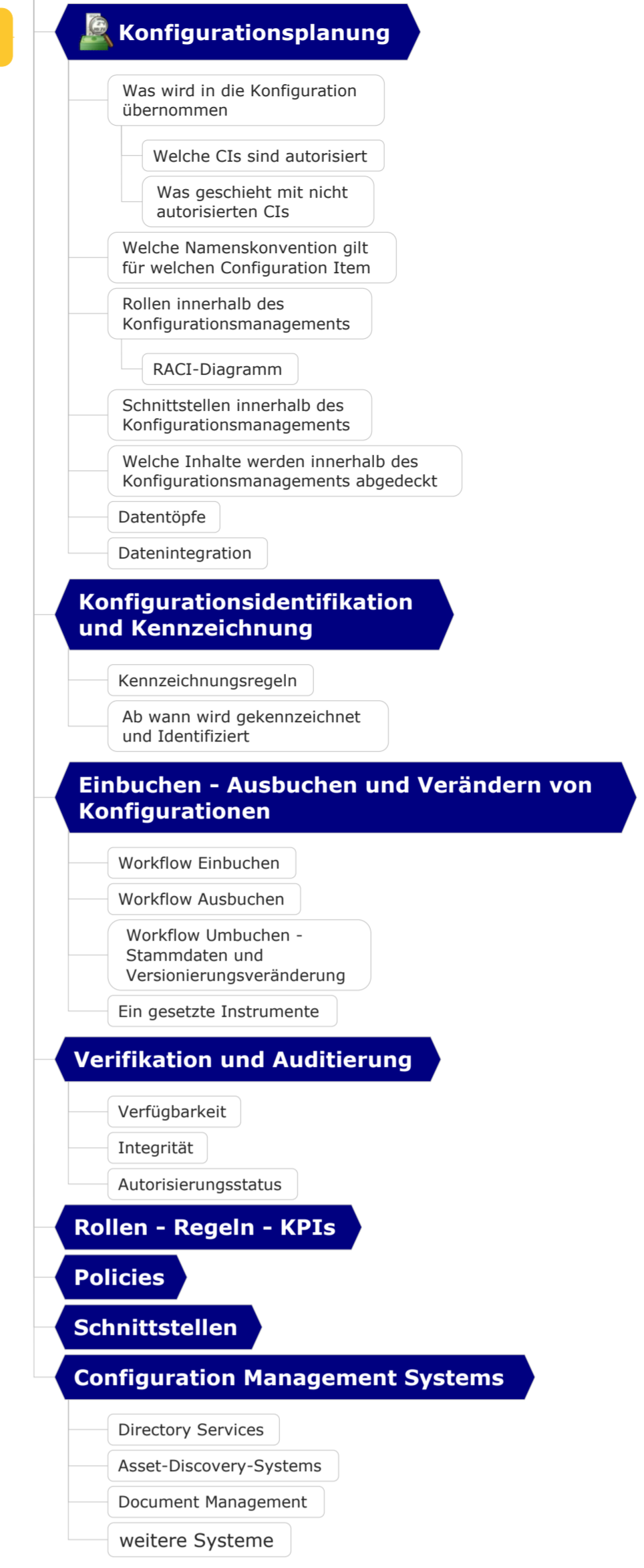
Serviceportfolio bzw. Servicekatalog



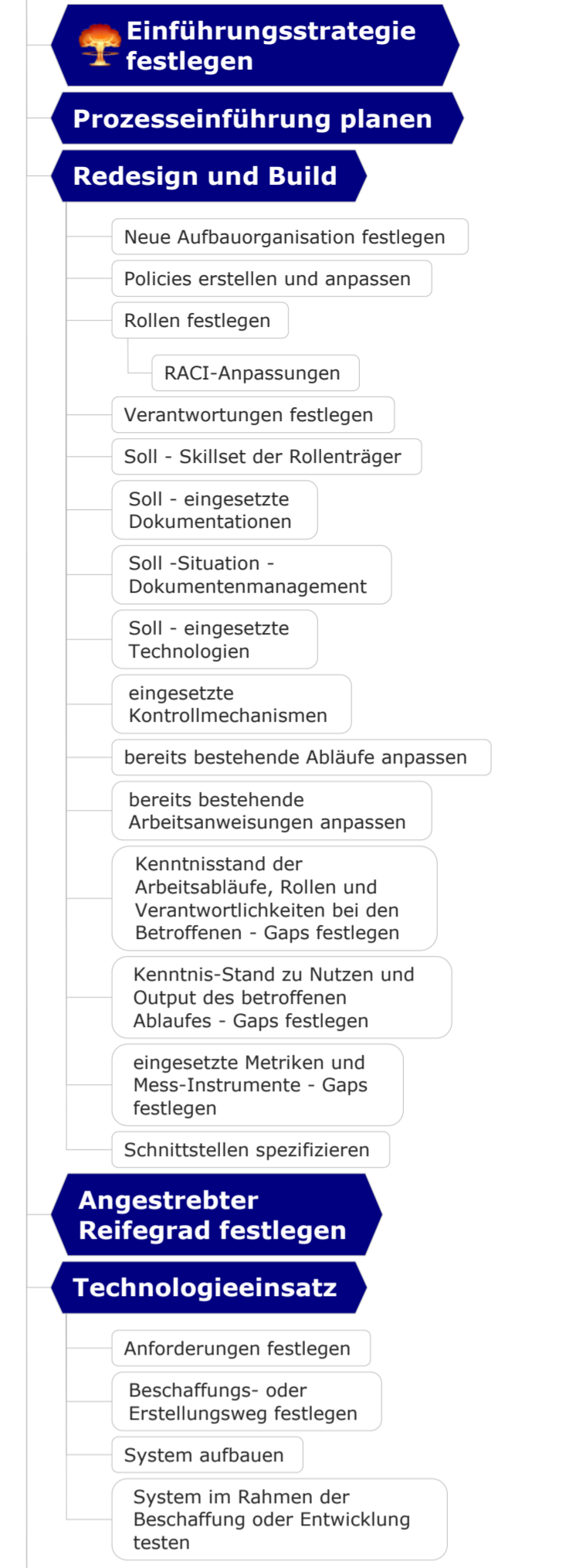
Servicekonfiguration



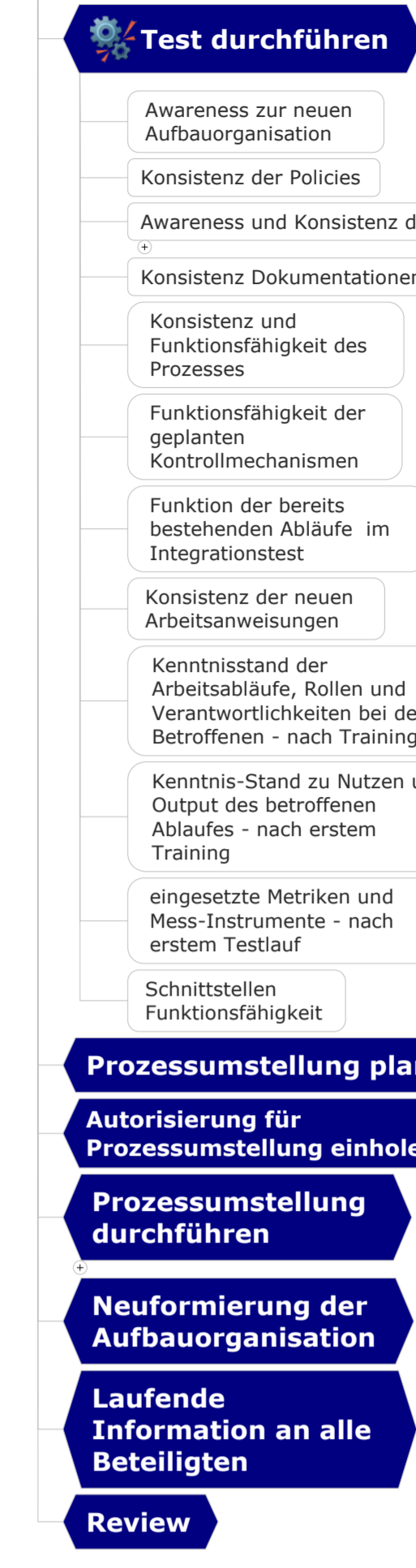
Configuration Management - Prozess



Prozessredesign und Aufbau



Prozesseinführung



Prozessverbesserung

