

Typical Component Categories

Action Components

Service Desk	Event Management	Request Fulfilment	Service Asset & Config Management
Incident Management	Change Management	IT Operations Management (Control & Facilities)	
Problem Management	Release and Deployment Management	Access Management	

Influencing Components

Service Level Management	Service Catalog Management	Service Measurement	Service Improvement
Service Validation and Testing	Evaluation	Knowledge Management	

Resourcing Components

Capacity Management	Transition Planning and Support	Applications Management	Technical Management
Availability Management	Service Reporting	Demand Management	

Underpinning Components

Financial Management	Strategy Generation	Information Security Management
IT Service Continuity Management	Service Portfolio Management	Supplier Management