



ITIL EDITION

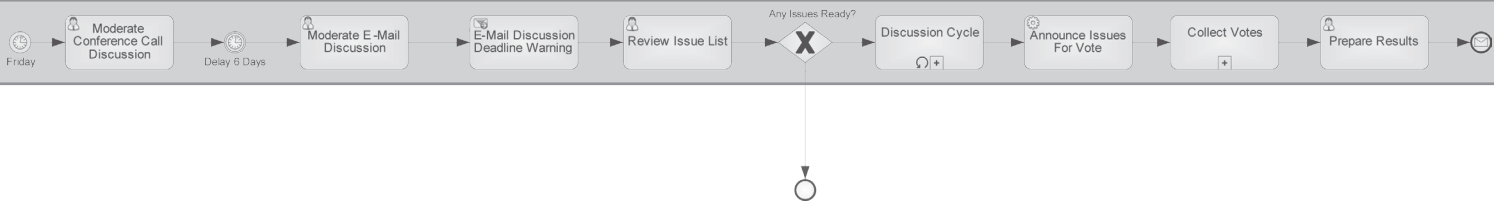
Modeling, Documentation and Simulation of ITIL Processes

Includes all the functions of the Process Modeler Business Edition. itp-commerce positions the ITIL Edition as a tool for the IT-Service Management. The Process Modeler ITIL Edition facilitates the modeling, documentation and simulation of the most important service management processes based on prefabricated models.

itp commerce Ltd
Wankdorf | Center
Papiermühlestrasse 73
CH-3014 Berne
Switzerland
Phone: +41 31 3053 444
Fax: +41 31 3053 443
sales@itp-commerce.com
www.itp-commerce.com

PROCESS MODELER FOR MICROSOFT VISIO™

ITIL



Automated Process Documentation

The reference processes are entirely documented (Activities, roles and external systems). Included in the package are exemplary documents (templates) which facilitate the generation of the process documentation.

Automated Documentation means that all relevant process data such as names, assigned roles, descriptions, KPI's or user specific attributes can be selected and

formatted based on a Microsoft Word Template according to individual needs. Documents generated in that manner can subsequently be edited normally. After changes to the process model the resulting document can be used as a basis for a new version of the documentation. Process Modeler will update only the variable data from the process model and transfer all additionally inserted texts to the new documentation.

ITIL Templates as a basis for your Process Modeling

In the ITIL Edition package templates for the most important service processes are included. Based on these templates individual process models can be easily adapted to your personal needs. All functions of the Process Modeler Business Edition are available and allow a comfortable and efficient modeling by way of the standard of notation called Business Process Modeling Notation (BPMN) of the OMG.

ITIL EDITION

- > Prefabricated process models (Microsoft Visio Models) for the IT Service Management
- > Automated Process Documentation
- > Pre-configured Simulation
- > Export to HTML/web
- > Includes all functions of the Process Modeler Business Edition for the simple adaptation of the ITIL Processes to your personal needs.

