

# Visual ITIL

## Mind Map Sampler

For the ITIL®3<sup>rd</sup> Edition

### THANK YOU

Thank you for downloading the VisuAL ITIL Sampler by Projerra Inc. We hope that this small sample of our product will demonstrate the value and benefit that it will provide to you.

### ABOUT VisuAL ITIL

VisuAL ITIL is Visually Assisted Learning for Information Technology Infrastructure Library. It is a suite of products that can help you visualize the critical terms, processes, functions and roles that comprise ITIL®. The graphical presentation helps you recall and recognize the key elements.

For additional VisuAL products please visit our website [www.projerra.ca](http://www.projerra.ca).

We appreciate receiving thoughts and feedback from the professionals that use our products. Please contact us at [info@projerra.ca](mailto:info@projerra.ca).

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### REVISION HISTORY

First Edition ©2012 – for ITIL® Guide 3<sup>th</sup> Ed.

### REGISTERED MARKS

ITIL® Is a registered marks of The Cabinet Office in the United Kingdom.

### THE MIND MAP SAMPLER

Color and graphics have been used to visually represent the 5 phases of the IT lifecycle as defined in the ITIL® Third Edition.

Each sheet presents the terms, processes, functions, and Roles associated with a single phase. The header of the sheet identifies the phases represented on that sheet.

### LEGEND

Different colors have been used to help you identify the phases of the lifecycle. Likewise, icons have been use to help you associated key elements.

 Processes

 Functions

 Role

 Purpose

 Concept

 Definition

 Outputs



