

# IT Management 2

# IT Management

- **Strategy**
  - Service Management
  - Requirements (Enhancement) Management
  - Release Management
  - Standards
- **Design**
  - Project Management
  - Service Catalog
  - Service Level Management
  - Availability Management
  - Capacity Management
  - Service Continuity Management
  - Information Security Management
  - Supplier (vendor) Management
- **Transition**
  - Code Management
  - Quality Assurance Lifecycle
- **Operations**
  - Change Control Management
  - Incident Management
  - Problem Management
  - Root Cause Analysis

