

Information Technology Infrastructure Library Process Owners and Process Managers

as of 2013 October

| Process Domain | Process | Process Owner Manager of | Current Process Owner | Current Process Manager |
|-------------------------------|----------------------------------|--|-----------------------|-------------------------|
| Service Strategy | Financial Management | Administration & Partnerships | Cheryl Anctil | Paul Wiebe |
| | Demand Management | Strategic Business Technology Services | Maureen Shipton | TBD |
| | Service Portfolio Management | TBD | TBD | TBD |
| | Business Relationship Management | Strategic Business Technology Services | Maureen Shipton | TBD |
| Service Design | ServiceCatalogue Management | Strategic Business Technology Services | Maureen Shipton | Scott Berard |
| | ServiceLevel Management | Strategic Business Technology Services | Maureen Shipton | TBD |
| | Information Security Management | Information Security & Privacy | TBD | TBD |
| | Capacity Management | TBD | | TBD |
| | IT Service Continuity Management | Operations | Charles Taylor | Harpreet Dhillon |
| | Availability Management | Operations | Charles Taylor | TBD |
| | Supplier Management | Administration & Partnerships | Cheryl Anctil | Terry Brow |
| Service Transition | Change Management | Administration & Partnerships | Cheryl Anctil | Mark DeWitt |
| | Asset Management | Operations | Charles Taylor | TBD |
| | Configuration Management | Information & Integration | Greg Parsons | Daniel Lamb |
| | Release & Deployment Management | Operations | Charles Taylor | TBD |
| Service Operation | Event Management | TBD | TBD | TBD |
| | Incident Management | Operations | Charles Taylor | Joanne Smith |
| | Request Fulfillment | Operations | Charles Taylor | Danny Laroche |
| | Problem Management | Application Support | John Haigh | Harry Contos |
| | Access Management | Information Security & Privacy | TBD | TBD |
| Continual Service Improvement | | Strategic Business Technology Services | Cheryl Anctil | Karen Sheppard |