

<b>SD Service Delivery</b>	<b>ML 2 SE&amp;D</b>
<b>SG 1 Service agreements are established and maintained.</b>	
SP 1.1 Analyze existing service agreements and service data to prepare for expected new agreements.	
SP 1.2 E & M the service agreement.	
<b>SG 2 Preparation for service delivery is conducted.</b>	
SP 2.1 E & M the approach to be used for service delivery and service system operations.	
SP 2.2 Confirm the readiness of the service system to enable the delivery of services.	
SP 2.3 E & M a request management system for processing and tracking request information.	
<b>SG 3 Services are delivered in accordance with service agreements.</b>	
SP 3.1 Receive and process service requests in accordance with service agreements.	
SP 3.2 Operate the service system to deliver services in accordance with service agreements.	
SP 3.3 Maintain the service system to ensure the continuation of service delivery.	

<b>IRP Incident Resolution and Prevention</b>	<b>ML3 SE&amp;D</b>
<b>SG 1: Preparation for incident resolution and prevention is conducted.</b>	
SP 1.1 E & M an approach to incident resolution and prevention.	
SP 1.2 E & M an incident management system for processing and tracking incident information.	
<b>SG 2 Incidents are identified, controlled, and addressed.</b>	
SP 2.1 Identify incidents and record information about them.	
SP 2.2 Analyze incident data to determine the best course of action.	
SP 2.3 Apply workarounds to selected incidents.	
SP 2.4 Address underlying causes of selected incidents.	
SP 2.5 Monitor the status of incidents to closure and escalate if necessary.	
SP 2.6 Communicate the status of incidents	
<b>SG 3 Approaches to address selected incidents are defined to prevent the future occurrence of incidents or mitigate their impact.</b>	
SP 3.1 Select and analyze the underlying causes of incidents.	
SP 3.2 Identify the underlying causes of selected incidents and create an action proposal to address these causes.	
SP 3.3 E & M workarounds for selected incidents.	

<b>CAM Capacity and Availability Management</b>	<b>ML3 Pjct Mgt</b>
<b>SG1: Preparation for capacity and availability management is conducted.</b>	
SP 1.1 E & M the strategy for capacity and availability management.	
SP 1.2 Select the measures and analytic techniques to be used in managing the capacity and availability of the service system.	
SP 1.3 E & M service system representations to support capacity and availability management.	
<b>SG 2: Capacity and availability are monitored and analyzed to manage resources and demand</b>	
SP 2.1 Monitor and analyze capacity against thresholds.	
SP 2.2 Monitor and analyze availability against targets	
SP 2.3 Report capacity and availability management data to relevant stakeholders.	

	PAs by ML and Category	
ML	Project Management	Service Establishment & Delivery (SE&D)
2		SD
3	CAM SCON	STSM SST IRP SSD+

SG = Specific Goal GG = Generic Goal E & M = Establish & Maintain  
SP = Specific Practice GP = Generic Practice

<b>STSM Strategic Service Management</b>	<b>ML3 SE&amp;D</b>
<b>SG 1 Strategic needs and plans for standard services are established and maintained.</b>	
SP 1.1 Gather and analyze data about the strategic needs and capabilities of the organization.	
SP 1.2 E & M plans for standard services.	
<b>SG 2 A set of standard services is established and maintained.</b>	
SP 2.1 Establish and maintain properties of the organization’s set of standard services and service levels.	
SP 2.2 E & M descriptions of the organization’s defined standard services	

<b>SST Service System Transition</b>	<b>ML3 SE&amp;D</b>
<b>SG 1 Preparation for service system transition is conducted.</b>	
SP 1.1 Analyze the functionality and compatibility of the current and future service systems to minimize impact on service delivery.	
SP 1.2 Establish and maintain plans for specific transitions of the service system.	
SP 1.3 Prepare relevant stakeholders for changes in services and service systems.	
<b>SG 2 The service system is deployed to the delivery environment.</b>	
SP 2.1 Systematically deploy service system components into the delivery environment based on transition planning.	
SP 2.2 Assess the impacts of the transition on stakeholders and service delivery, and take appropriate corrective action.	

<b>SCON Service Continuity</b>	<b>ML3 Pjct. Mgt.</b>
<b>SG 1 The essential functions and resources on which services depend are identified and documented.</b>	
SP 1.1 Identify and prioritize the essential functions that must be performed to ensure service continuity.	
SP 1.2 Identify and prioritize the essential resources required to ensure service continuity.	
<b>SG 2 Preparations are made for service continuity.</b>	
SP 2.1 Establish and maintain service continuity plans that enable the organization to resume performing essential functions.	
SP 2.2 Establish and maintain training for service continuity.	
SP 2.3 Provide and evaluate training in the execution of the service continuity plan.	
<b>SG 3 The service continuity plan is verified and validated.</b>	
SP 3.1 Prepare for the verification and validation of the service continuity Plan	
SP 3.2 Verify and validate the service continuity plan.	
SP 3.3 Analyze the results of validation and verification activities.	

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<b>SSD Service System Development ML 3 SE&amp;D (addition)</b>
<b>SG 1 Stakeholder needs, expectations, constraints, and interfaces are collected, analyzed, and transformed into validated service system requirements.</b>
SP 1.1 Collect and transform stakeholder needs, expectations, constraints, and interfaces into stakeholder requirements.
SP 1.2 Refine and elaborate stakeholder requirements to develop service system requirements.
SP 1.3 Analyze and validate requirements, and define the required service system functionality.
<b>SG 2 Service system components are selected, designed, implemented, and integrated.</b>
SP 2.1 Select service system solutions from alternative solutions.
SP 2.2 Develop designs for the service system and service system components.
SP 2.3 Manage internal and external interface definitions, designs, and changes for service systems.
SP 2.4 Implement the service system design.
SP 2.5 Assemble and integrate implemented service system components into a verifiable service system.
<b>SG 3 Selected service system components and services are verified and validated to ensure correct service delivery.</b>
SP 3.1 E & M an approach and an environment for verification and validation.
SP 3.2 Perform peer reviews on selected service system components.
SP 3.3 Verify selected service system components against their specified requirements.
SP 3.4 Validate the service system to ensure that it is suitable for use in the intended delivery environment and meets stakeholder expectations.

<b>Generic Goals and Practices</b>	
<b>GG 1 Achieve Specific Goals</b>	
GP 1.1	Perform Specific Practices
<b>GG 2 Institutionalize a Managed Process</b>	
GP 2.1	E & M an organizational policy for planning and performing the process.
GP 2.2	E & M the plan for performing the process.
GP 2.3	Provide adequate resources for performing the process, developing the work products, and providing the services of the process.
GP 2.4	Assign responsibility and authority for performing the process, developing the work products, and providing the services of the process.
GP 2.5	Train the people performing or supporting the process as needed
GP 2.6	Place designated work products of the process under appropriate levels of control
GP 2.7	Identify and involve the relevant stakeholders of the process as planned
GP 2.8	Monitor and control the process against the plan for performing the process and take appropriate corrective action.
GP 2.9	Objectively evaluate adherence of the process against its process description, standards, and procedures, and address noncompliance.
GP 2.10	Review the activities, status, and results of the process with higher level management and resolve issues.
<b>GG 3 The process is institutionalized as a defined process</b>	
GP 3.1	E & M the description of a defined process.
GP 3.2	Collect work products, measures, measurement results, and improvement information derived from planning and performing the process to support the future use and improvement of the organization’s processes and process assets.
<b>GG 4 The process is institutionalized as a quantitatively managed process.</b>	
GP 4.1	E & M quantitative objectives for the process, which address quality and process performance, based on customer needs and business objectives
GP 4.2	Stabilize the performance of one or more subprocesses to determine the ability of the process to achieve the established quantitative quality and process-performance objectives
<b>GG 5 The process is institutionalized as an optimizing process</b>	
GP 5.1	Ensure continuous improvement of the process in fulfilling the relevant business objectives of the organization.
GP 5.2	Identify and correct the root causes of defects and other problems in the process.

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