

BISL®	↔	ASL® (1)	ASL 2	ITIL® v2	ITIL v3	ITIL 2011	CMMI®-SVC
Opstellen IV-organisatiestrategie (niet 1 op1)		OCM	OCM				
Relatiemanagement gebruikersorganisatie		Account definition	Account & market definition		SS: Voor account definition is er geen specifiek proces, wel wat aandacht	Business relationship management	
Ketenpartners-management		Market definition			SS: Hoofdstuk Define the market		
		Technology definition	Technology definition		SS, SD, e.a.: Geen specifiek proces, krijgt overall aandacht		
		Skills definition	Capabilities definition		SS: Aandacht voor mensen door het hele boek heen, niet procesmatig .		Organizational training
Leveranciersmanagement			Supplier definition		Supplier management	Supplier management	Supplier agreement management
Strategie inrichting IV-functie		Service delivery definition	Service delivery definition		Service portfolio management	Strategy management for IT services Service portfolio management	Strategic service management Organizational innovation and deployment
Informatiecoördinatie							
Opstellen informatiestrategie		ACM	ACM				
				Business continuity management Customer relationship management			
Bepalen bedrijfsprocesontwikkelingen		Customer organization strategy	Customer organizations strategy				
Bepalen ketenontwikkelingen		Customer environment strategy	Customer environment strategy				
Bepalen technologie-ontwikkelingen		ICT developments strategy	ICT developments strategy				
Informatie lifecycle management		ICT portfolio management	Application portfolio management			Business relationship management	
Informatie portfolio management		Life cycle management	Application life cycle management				
Sturende processen		Sturende processen	Sturende processen				
Contractmanagement		Service level management	Contractmanagement	Service level management	Service level management Service catalogue management Service measurement Service reporting	Service level management Service catalogue management	Service delivery Strategic service management
Behoeftemanagement		Quality management	Kwaliteitsmanagement	Problem management	Problem management (dekt een klein deel van KM af) Knowledge management CSI: besteedt veel aandacht aan continue verbetering : o.a. 7-steps improvement process	Problem management Knowledge management 7-step improvement process Change evaluation	Causal analysis and resolution Incident resolution and prevention Measurement and analysis Risk management Organizational process focus Organizational process definition Organizational process performance

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							Strategic service management Organizational innovation and deployment Process and product quality assurance Organizational training
Planning & control		Planning & control	Planning en control		CSI: Hoofdstukken Service measurement en Service reporting raken enkele onderdelen		Project planning Project monitoring and control Integrated project management Service Delivery Measurement and analysis Quantitative project management
Financieel management		Cost management	Financieel management	Financial management for IT services	Financial management	Financial management for IT services	Project planning
			Leveranciersmanagement		Supplier management	Supplier management	Supplier agreement management
<i>Uitvoerende processen</i>		<i>Uitvoerende processen (=operationeel + tactisch!)</i>	<i>Uitvoerende processen (=operationeel + tactisch!)</i>				
Gebruikersondersteuning (call-beheer)		Incident management	Gebruikersondersteuning (meldingafhandeling)	Incident management	Incident management Request fulfilment Event management SO: Hoofdstuk Service desk	Incident management Request fulfilment Event management	Incident resolution and prevention
Operationele ICT-aansturing		Availability management Capacity management	Operationele ICT-sturing	Availability management Capacity management	Availability management Capacity management Demand Management (is breder dan O-ICT-S) Event management	Availability management Capacity management Demand Management Event management	Capacity and availability management
		Continuity management	Continuïteitsbeheer	IT Service continuity management Security management	IT Service continuity management Information security management Access management	IT Service continuity management Information security management Access management	Service continuity -- Service delivery
Beheer bedrijfsinformatie		Configuration management	Configuratiebeheer	Configuration management	Service asset and configuration management	Service asset and configuration management	Configuration management
Wijzigingenbeheer		Change management	Wijzigingenbeheer	Change management	Change management	Change management	Configuration management
Specificeren		Impact analysis	Impactanalyse				Decision analysis and resolution
		Design	Ontwerp		SD: Hoofdstuk Requirements engineering SD: Hoofdstuk Data and information management SD: Hoofdstuk Design activities	Design coordination	Requirements management
Vormgeven niet-geautomatiseerde IV		Realization	Realisatie		--		--
Toetsen en testen		Testing	Testen		--		--
Voorbereiden transitie (implementeren)		Implementation	Implementatie		Service Validation and testing Transition Planning and support	Service Validation and testing Transition Planning and support	Service system development Service system transition

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Transitie		Software control & distributie	Programmabeheer en distributie	Release management Configuration management	Release and deployment management Transition planning and support Service asset and configuration management	Release and deployment management Transition planning and support Service asset and configuration management	Service system transition Configuration management

NB:
 ASL, ITIL en CMMI-SVC zijn alle bestemd voor de IT-dienstverlener, de aanbodkant van de informatievoorziening.
 BiSL is voor de organisatie die IT- diensten nodig heeft, de vraagkant van de informatievoorziening, onderdeel van de businessorganisatie.
 De BiSL-processen zijn daarom nooit uitwisselbaar met de processen van de andere modellen. Ze werken er wel mee samen dus interfacen er wel mee.
 Daarom is BiSL ook in dit overzicht opgenomen.

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