

*Template: Procedure*

*This document is a template for an ITSM procedure definition. Version 1.0 (2014-02-21)*

# *Comments & usage guidance*

* *This template provides a generic structure to be applied for defining and documenting any IT service management procedure.*
* *For this template and its contents, the terminology (terms and definitions) according to FitSM-0 apply.* 

This file is part of the FitSM series of standards for lightweight service management in federated IT infrastructures. It is intended to form the basis of documentation for those implementing (IT) service management following the FitSM approach or related frameworks. It may be edited to fit the needs of the specific area of application.

For more information on FitSM visit [www.fitsm.eu](http://www.fitsm.eu).

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[Name of the procedure]

# Overview & context

* The purpose of this procedure is […]
* This procedure is part of the process [name of the process]

[…]

# Triggers

The execution of this procedure is usually triggered by […]

* [Trigger 1]
* [Trigger 2]
* …

# Steps to be performed

* [Step 1]
* [Step 2]
* …

# Additional information (optional)

[Any additional information]

# Document control

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| --- | --- |
| Document ID | [Unique document identifier] |
| Document title | Procedure: [Name of the procedure] |
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