

ITIL ROLES AND RESPONSIBILITIES

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ROLE	RESPONSIBILITY	ASSIGNEE
Service Desk Analyst – Level 1		
Service Desk Analyst - Level 2		
Service Desk Analyst - Level 3		
Technical Analyst/Architect		
Incident Manager		
Major Incident Team		
Problem Manager		
Change Manager		
Project Manager		
Demand Manager		
Access Manager		
Business Relationship Manager		
Configuration and Release Manager		
Quality Assurance Manager		
IT Security Manager		
Network Analyst		
Service Continuity Manager		
Service Catalog Manager		
Financial Analyst/Manager		
Service Strategy Manager		
Service Portfolio Manager		
IT Steering Group		
Service Design Manager		
Service Level Manager		
Risk Manager		
Capacity Manager		
Availability Manager		
IT Service Continuity Manager		
Compliance Manager		
Supplier Manager		
IT Operations Manager		
Business Analyst		
Facilities Manager		
CSI Manager		

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