

<i>ISO/IEC 20000 processes</i>	Fault	Configuration/Change	Accounting	Performance	Security
Incident Management	✓				
Problem Management	✓				
Configuration Management		(✓)			
Change Management		✓			
Release Management		✓			
Budgeting & Accounting for IT services			✓		
Capacity Management				✓	
Continuity & Availability Management				✓	
Service Reporting				✓	
Information Security Management					✓

TABLE I
MAPPING: ISO/IEC 20000 PROCESSES AND FCAPS DOMAINS