

ITIL® Poster Series #55

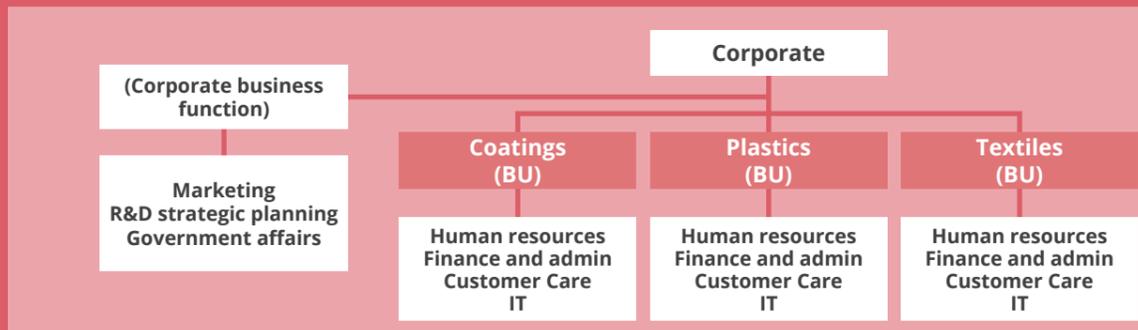
Three Types of Service Provider

There are three main types of service provider. While most aspects of service management apply equally to all types of service provider, other aspects such as customers, contracts, competition, market spaces, revenue and strategy take on different meanings depending on the specific type.

THE THREE TYPES ARE:

TYPE I - Internal Service Provider

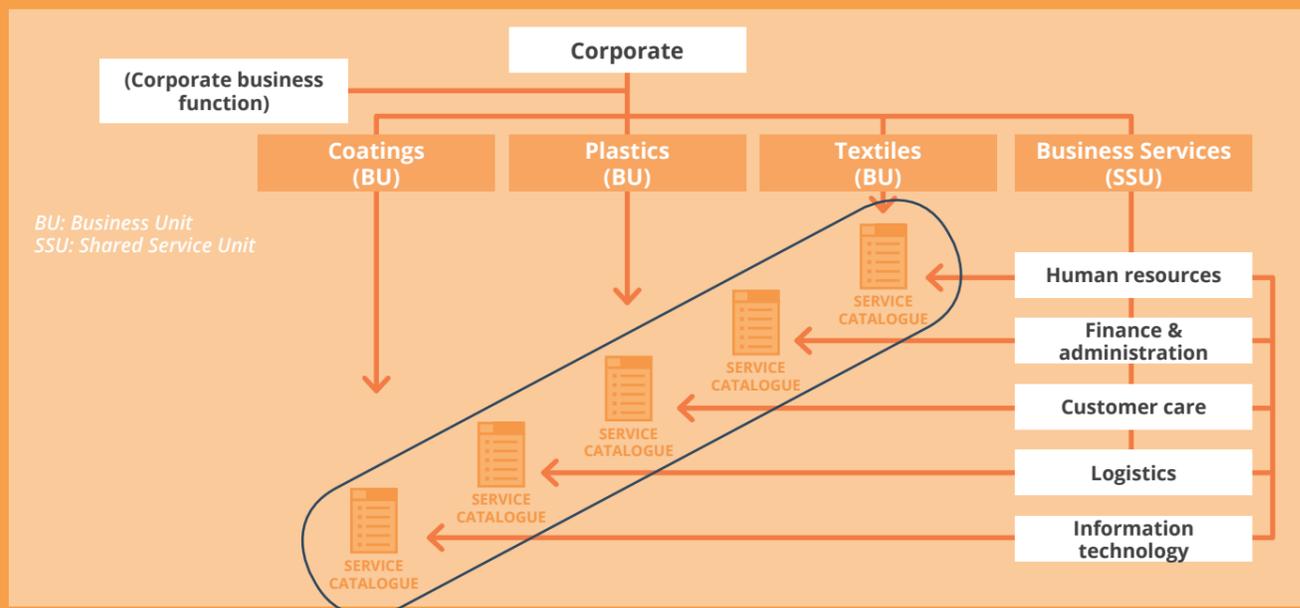
An internal service provider that is embedded within a business unit. There may be several Type I service providers within an organization.



This diagram shows three business units with Type I service providers. Each IT unit is dedicated to a single business unit, and delivers specialized services to that business unit only.

TYPE II - Shared Service Unit

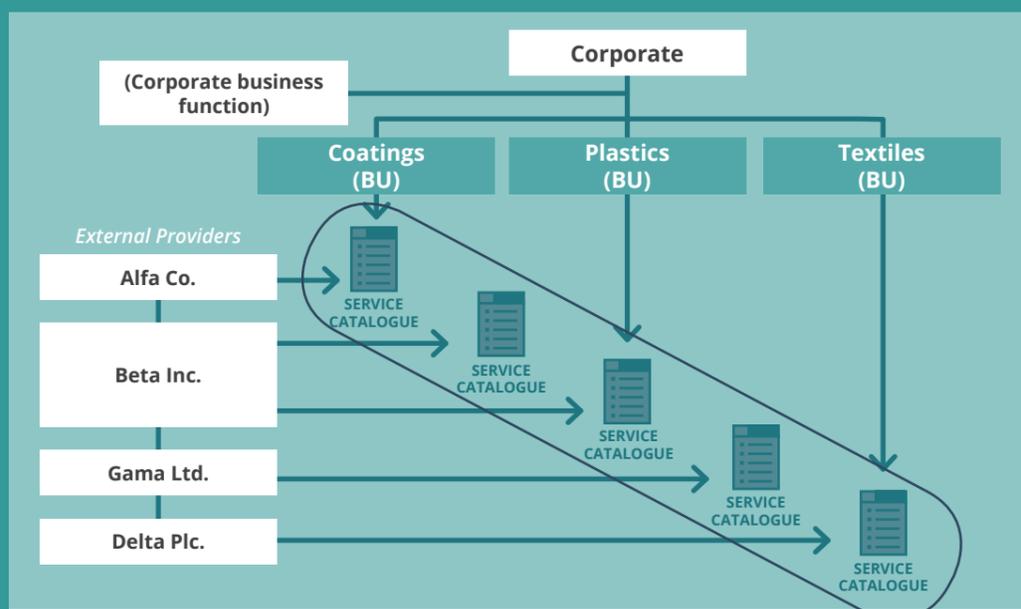
An internal service provider that provides shared IT services to more than one business unit.



In this diagram IT is shown as a single department with a service catalogue that is available to multiple business units.

TYPE III - External Service Provider

A Service provider that provides IT services to external customers.



This diagram illustrates an organization that has outsourced several IT services and components to Type III suppliers, each with a catalogue of services that can be selected by the business units.

Although this is not shown in the diagram, it should be noted that organizations using Type III service providers will still need an internal IT function or functions to manage the specification of services, coordinate the contracts and ensure that business outcomes are met.

