

Lifecycle Phase

Objectives

Key Concepts

Processes

Models

Outputs and Documents

Service Strategy

SS

- Identify strategy, services, customers
- Exploit opportunities
- Understand assets

- Customers
- Service economics
- Sourcing

- Service Portfolio Management
- Financial Management
- Strategy Management for IT Services
- Demand Management
- Business Relationship Management

- Kano Model
- 4 Ps

- Service models
- Business Impact Analysis
- User Profile
- Patterns of business activity
- Service Packages
- Service Level Packages

Service Design

SD

- Design effective services
- Design for current and future needs
- Minimise rework

- 5 Major Aspects
- Holistic design
- Balanced design
- Constraints

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

- Service Design Package
- Service Acceptance Criteria
- Architectures
- SLAs and OLAs
- Supplier Management Information System

Service Transition

ST

- Plan and manage change
- Manage service risk
- Deploy services
- Set expectations
- Ensure value
- Provide knowledge

- Service Transition Policies
- Emotional impact
- Organisational change

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Change Evaluation
- Knowledge Management

- Change models
- Test models

- CMS
- SKMS
- DML and definitive spares
- Change schedule

Service Operation

SO

- Maintain business satisfaction
- Manage outages
- Manage access to services

- Service optimisation
- Balance in operations
- Operational health
- Provide good service
- Common activities

- Incident Management
- Problem Management
- Access Management
- Request Fulfilment
- Event Management
- Functions:**
- Service Desk
- Application Management
- Technical Management
- IT Operations Management

- Incident models
- Request models
- Problem models

- Standard Operating Procedures
- Technical documents
- Training material

Continual Service Improvement

CSI

- Improve services
- Improve cost effectiveness
- Meet changing business needs
- Quality management

- Measurement
- Baselines
- Service Assessment
- Governance
- Return on Investment

- 7 Step Improvement Process

- Plan Do Check Act
- CSI Approach

- CSI Register

Generic Roles: Service Owner | Process Owner | Process Manager | Process Practitioner

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