

THE SERVICE LIFECYCLE

The ITIL framework is based on the five stages of the service lifecycle. Each stage includes key principles, required processes and activities, organization and roles, technology, associated challenges, critical success factors and risks.



The five stages of the Service Lifecycle:

SERVICE STRATEGY

ITIL Service Strategy provides guidance on how to view service management not only as an organizational capability but as a strategic asset. It describes the principles underpinning the practice of service management which are useful for developing service management policies, guidelines and processes across the ITIL service lifecycle.

SERVICE DESIGN

ITIL Service Design provides guidance for the design and development of services and service management practices. It covers design principles and methods for converting strategic objectives into portfolios of services and service assets.

CONTINUAL SERVICE IMPROVEMENT

ITIL Continual Service Improvement surrounds and supports all stages of the service lifecycle providing guidance on creating and maintaining value for customers through better strategy, design, transition and operation of services.

SERVICE TRANSITION

ITIL Service Transition provides guidance for the development and improvement of capabilities for introducing new and changed services into supported environments. It describes how to transition an organization from one state to another while controlling risk and supporting organizational knowledge for decision support.

SERVICE OPERATION

ITIL Service Operation describes best practices for managing services in supported environments. It provides guidance on how to maintain stability in service operation, allowing for changes in design, scale, scope and service levels.

High level view of the ITIL Service Lifecycle...

