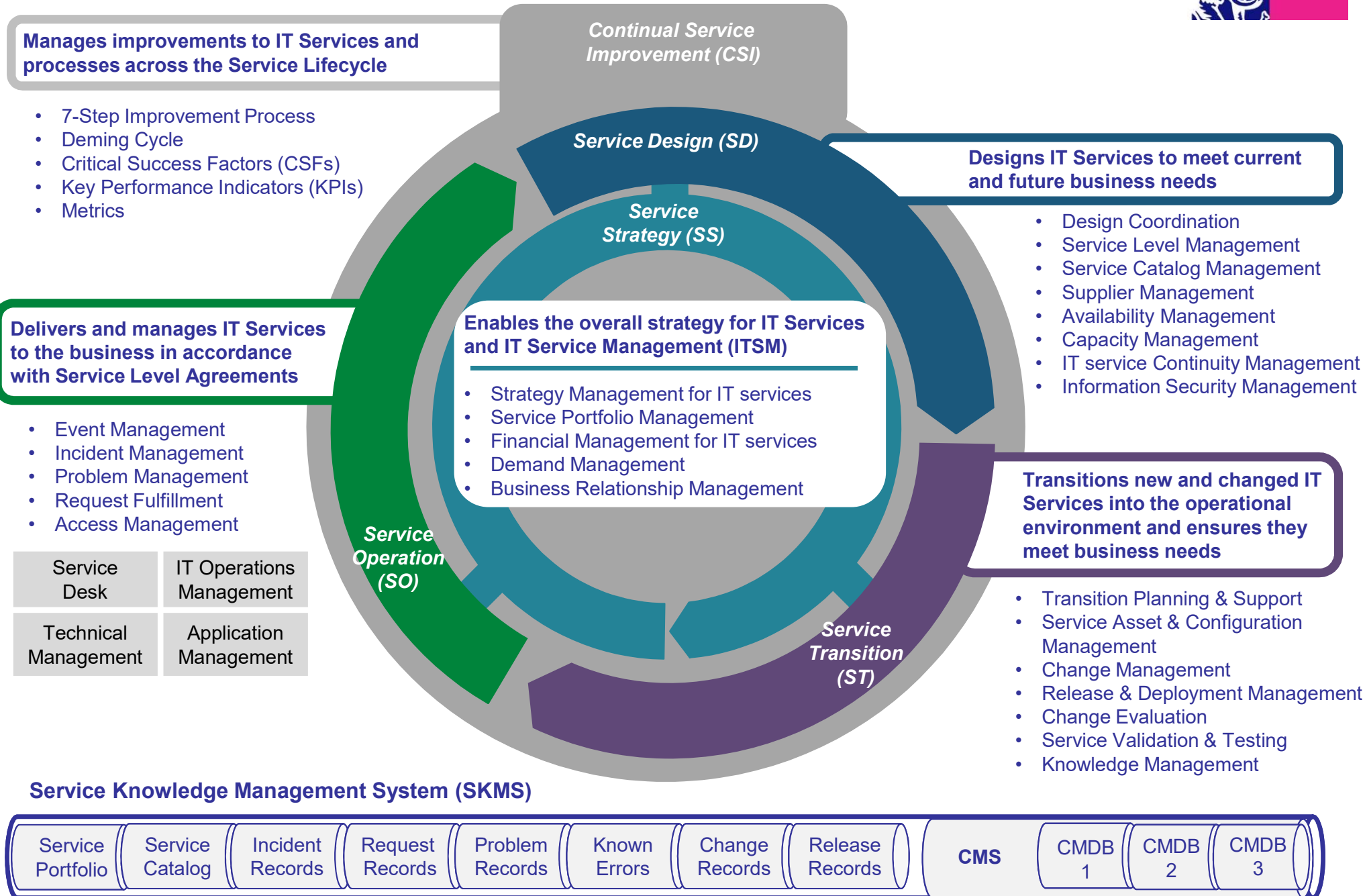


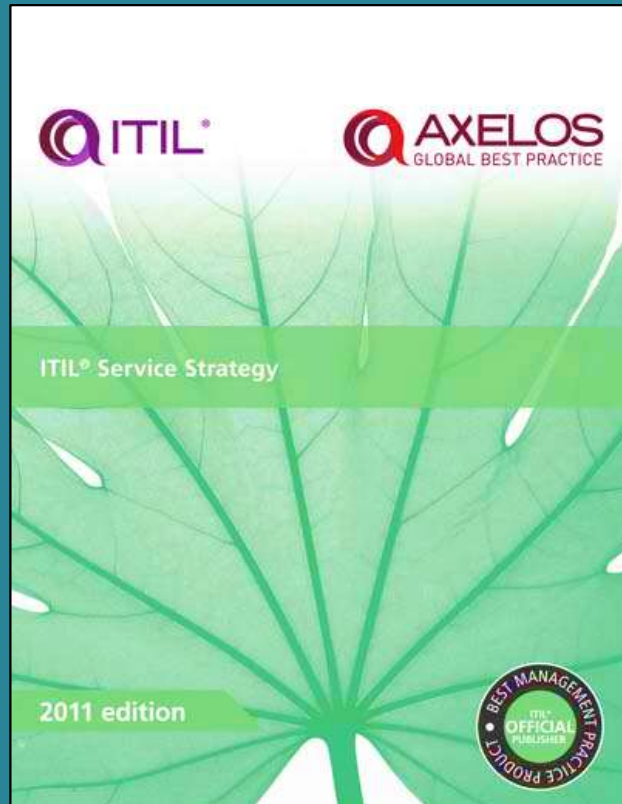
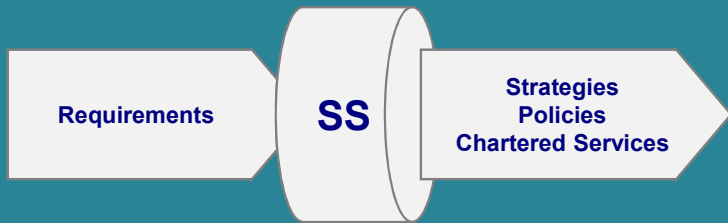
The ITIL® Service Lifecycle At-A-Glance



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Establishes the overall strategy for IT Services and IT Service Management



Service Strategy (SS)



Strategy Management For IT Services

Describes how the service provider enables the organization to achieve business outcomes through the right mix of services and effective/efficient service management

Service Portfolio Management

Ensures the right mix of service investment to achieve business outcomes and tracks the investments and their return. Ensures services are well defined and linked to business outcomes

Financial Management For IT Services

Secures the right level of service funding, oversight to avoid overcommitting to services and strikes right balance between cost and quality and supply and demand

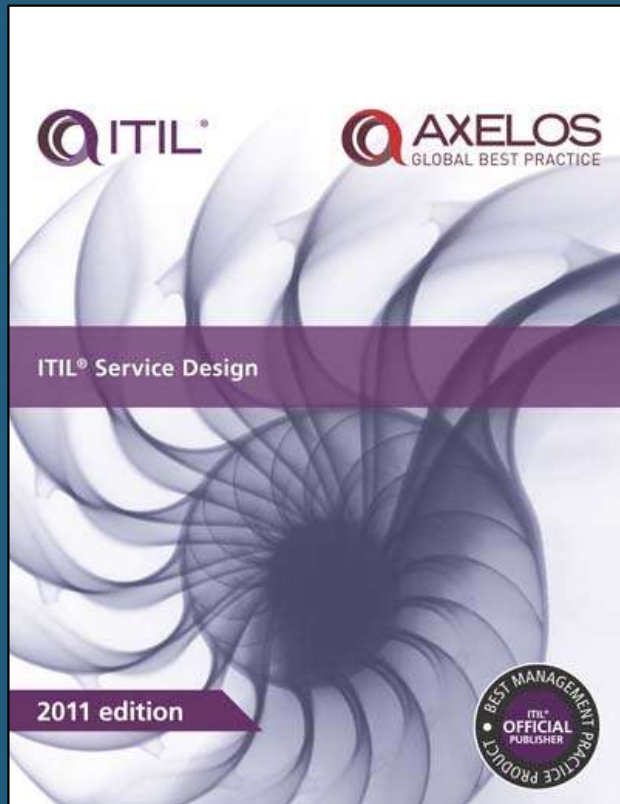
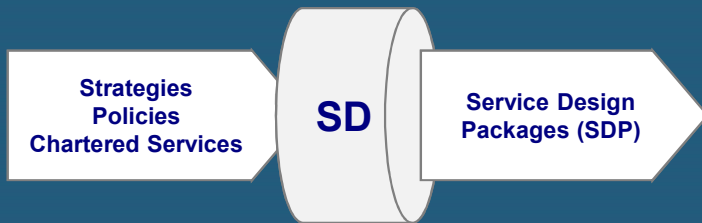
Demand Management

Understands and anticipates patterns of business activity that influence demand for IT services and works with Capacity Management to ensure sufficient capacity to meet demand

Business Relationship Management

Establishes the relationship between the service provider and the business by understanding business needs and how the business needs can be met today and in the future

Design of appropriate and innovative IT Services, including their architectures, processes, policies and documentation, to meet current and future agreed business requirements



Service Design (SD)



Design Coordination

Ensure the goals and objectives of the Service Design stage are met by providing and maintaining a single point of coordination and control for design activities and processes

Availability Management

Ensure the level of service availability delivered in all services meets the current and future business needs and agreed service levels in a cost-effective and timely manner

Supplier Management

Manage suppliers so they provide seamless quality of IT service to the business, ensuring that value for money is obtained and contractual agreements are met

Capacity Management

Ensure the capacity of IT services and IT infrastructure meets agreed current and future capacity and performance requirements in a cost-effective and timely manner

Service Catalog Management

Ensure that an accurate and accessible Service Catalog is produced and maintained containing information on all operational services and those in the pipeline

IT Service Continuity Management

Support the overall Business Continuity Management process by managing potential IT service risks to ensure the IT service provider can always provide minimum agreed business continuity-related service levels

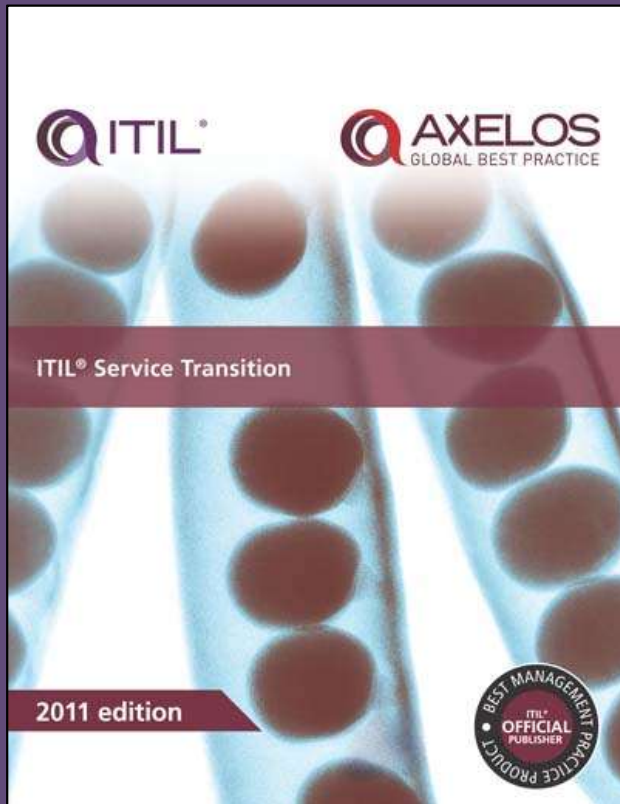
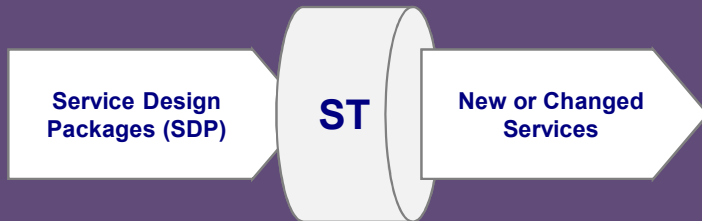
Information Security Management

Align IT security with business security and ensure that confidentiality, integrity and availability of IT assets and services always meets agreed needs of the business

Service Level Management

Ensure that an agreed level of IT service is provided for all current IT services and that future services are delivered to achievable targets

Guidance for the development and improvement of capabilities for transitioning new and changed services into operation



Service Transition (ST)



Service Asset & Configuration Management

Ensure the assets required to deliver services are properly controlled and that accurate and reliable information about those assets is available as needed

Release & Deployment Management

Plan, schedule and control the building, testing and deployment of releases and deliver new functionality required by the business while protecting the integrity of existing services

Change Management

Control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services

Transition Planning & Support

Provide overall planning for service transitions and coordinate the resources they require

Change Evaluation

Provide a consistent and standard means of determining the performance of a service change and its impact on the business, services and infrastructure, then assess the performance of the change against predictions

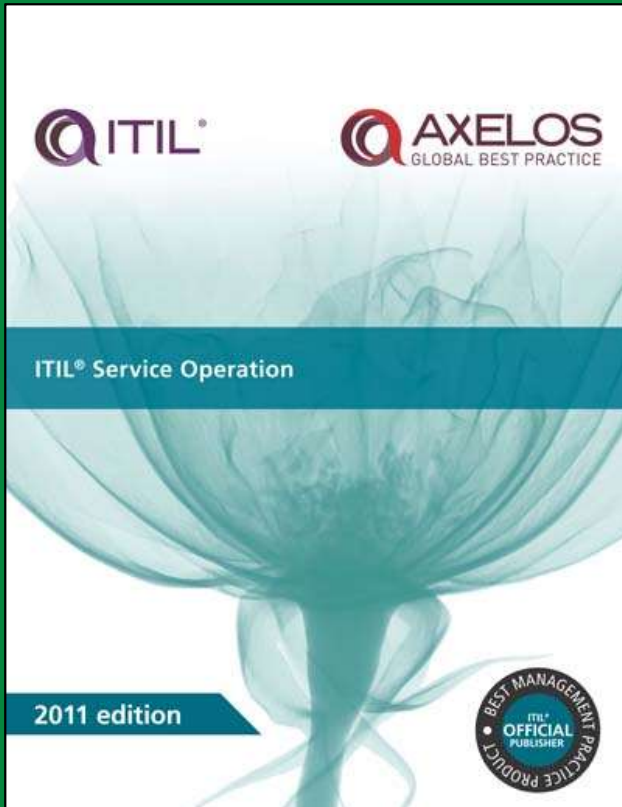
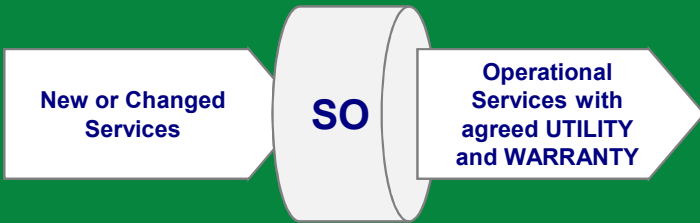
Knowledge Management

Share perspectives, ideas, experience and information so that all are available in the right place, at the right time to enable informed decisions and improve efficiency by avoiding rediscovery

Service Validation & Testing

Ensure that a new or changed IT service matches its design specification and will meet the needs of the business

Focuses on the activities required to operate the services and maintain their functionality as defined in the Service Level Agreements



Service Operation (SO)



Access Management

Provides the right for users to be able to use a service or group of services

Request Fulfillment

Responsible for managing the lifecycle of all service requests

Event Management

Manage events throughout their lifecycle including event detection, making sense of them, and determining the appropriate control action

Incident Management

Restore the IT service to normal operation as quickly as possible in an effort to minimize the adverse impact on business operations

Problem Management

Minimize the impact of Incidents and Problems on the business caused by errors in IT infrastructure and prevent recurrence of incidents related to the errors

Service Desk Functions

Service Desk

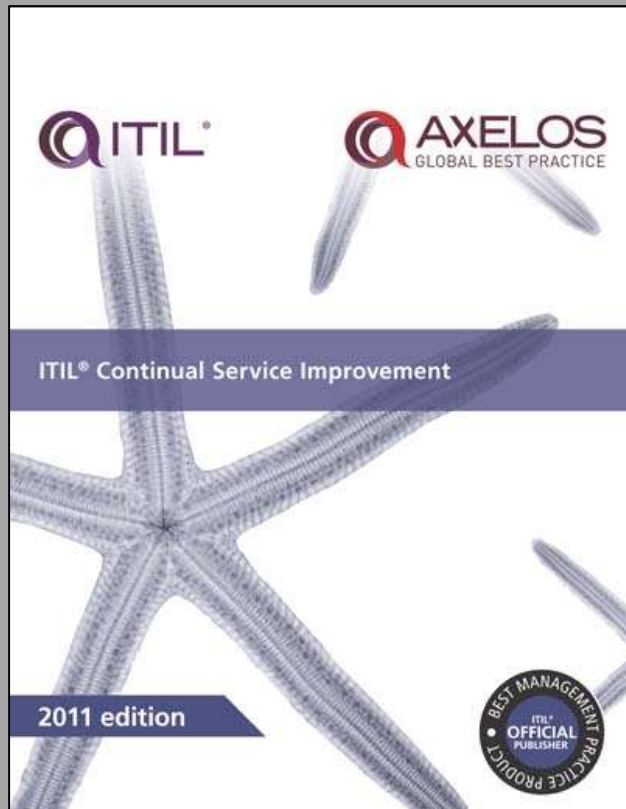
IT Operations Management

Operations Control
Facilities Management

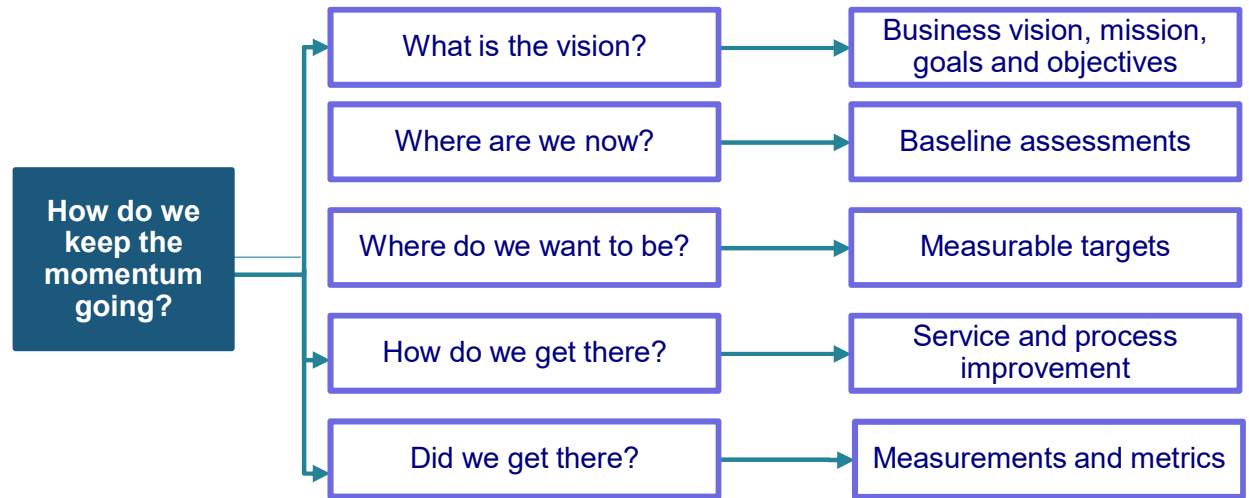
Technical Management

Application Management

Manages improvements to IT Services and processes across the Service Lifecycle



Continual Service Improvement (CSI)



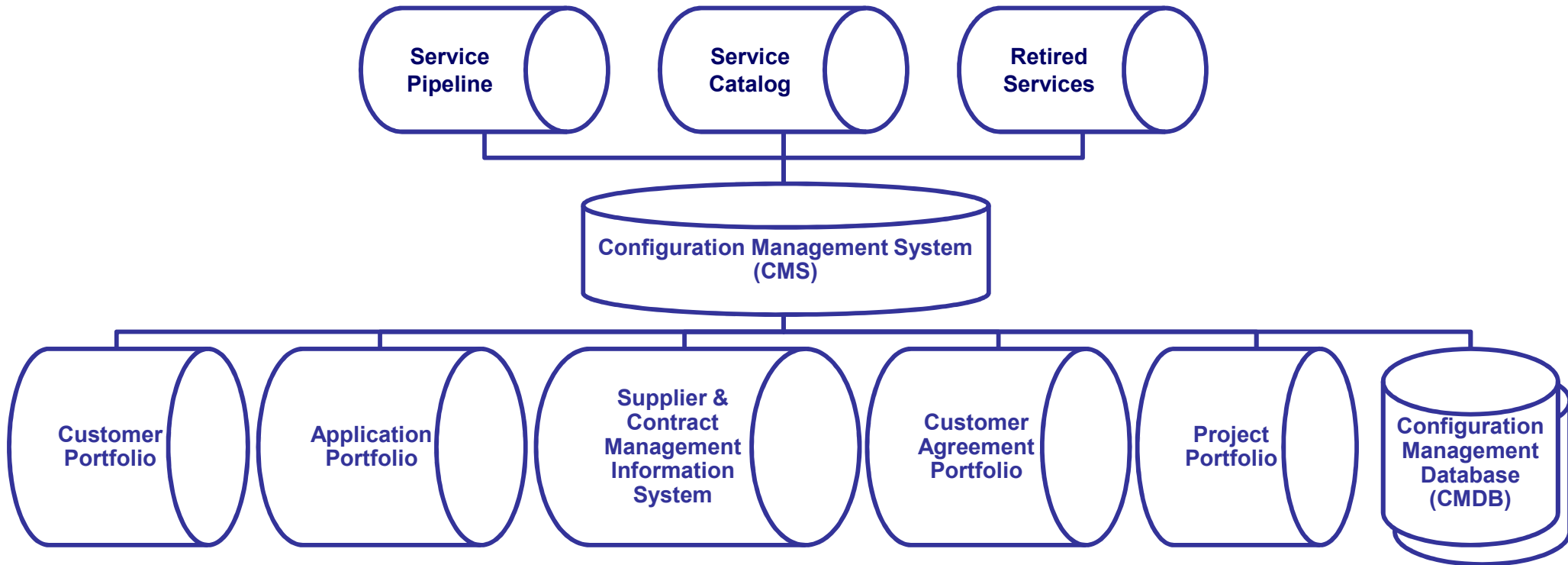
The 7-Step Improvement Process



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(Figure 3.4 ITIL® Continual Service Improvement 2011)

Service Portfolio



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Service Knowledge Management System (SKMS)



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