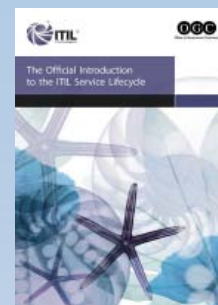




ITIL® v3 – THE SERVICE LIFECYCLE

The official Introduction to the ITIL Service Lifecycle

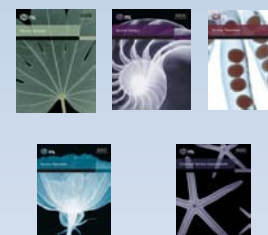
This publication introduces readers to the new principles behind the guidance, before taking them through the five core titles, chapter by chapter. Each chapter concludes with key messages and lessons, showing how the introduction relates to the full library with its deeper levels of practice expertise and structured application.



ITIL Lifecycle Publication Suite

The complete set of five core lifecycle publications offers more than 30% saving against purchasing the titles individually. The suite comprises of

- **Service Strategy**
- **Service Design**
- **Service Transition**
- **Service Operation and**
- **Continual Service Improvement.**

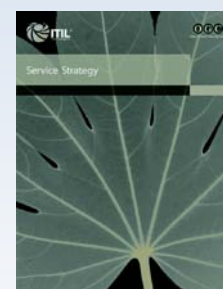


Service Strategy (SS)

A view of ITIL that aligns business and IT so that each brings out the best in the other. It ensures that every stage of the service lifecycle stays focused on the business case and relates to all the companion process elements that follow. Subsequent titles will link deliverables to meeting the business goals, requirements and service management principles described in this publication.

Concepts and guidance in this publication include:

- Service Management strategy and value planning
- Linking business plans and directions to IT service strategy
- Planning and implementing service strategy.





Service Design (SD)

In order to meet current and future business requirements, Service Design provides guidance on the production and maintenance of IT policies, architectures and documents for the design of appropriate and innovative IT infrastructure services solutions and processes.

Concepts and guidance in this volume include:

- Service design objectives and elements
- Selecting the service design model
- Cost model
- Benefit/risk analysis
- Implementing service design
- Measurement and control



Service Transition (ST)

Service Transition focuses on the broader, long-term change management role and release practices so that risk, benefits, delivery mechanisms and the ease of ongoing operations of service are considered. This publication provides guidance and process activities for the transition of services into the business environment.

Concepts and guidance in this volume include:

- Managing organizational and cultural change
- Knowledge management
- Service knowledge management base system
- Methods, practices and tools
- Measurement and control
- Companion best practices



Service Operation (SO)

By focusing on delivery and control process activities, a highly desirable, steady state of managing services can be achieved on a day-to-day basis. To ensure it is integrated with the rest of the ITIL library, guidance is based on a selection of familiar service support and service delivery control points.

Concepts and guidance in this volume include:

- Application Management
- Change Management
- Operations Management
- Control processes and functions
- Scalable practices
- Measurement and control.





Continual Service Improvement (CSI)

Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of continual improvements. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement.

Concepts and guidance in this volume include:

- Business and technology drivers for improvement
- Justification
- Business, financial and organizational improvements
- Methods, practices and tools
- Measurement and control
- Companion best practices.



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