

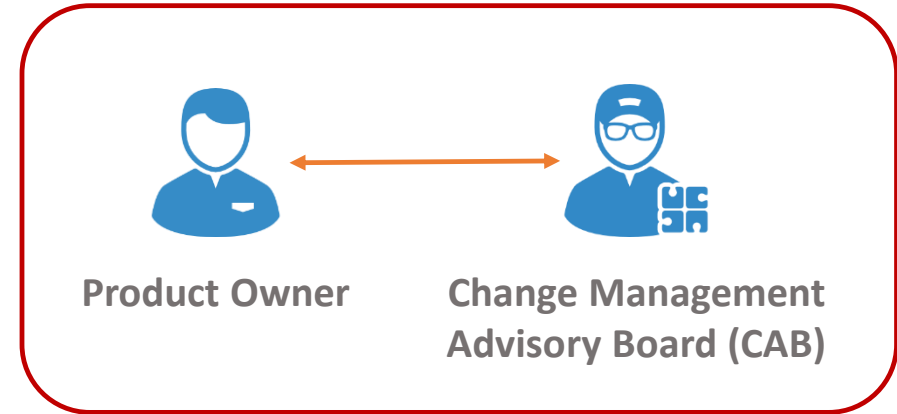
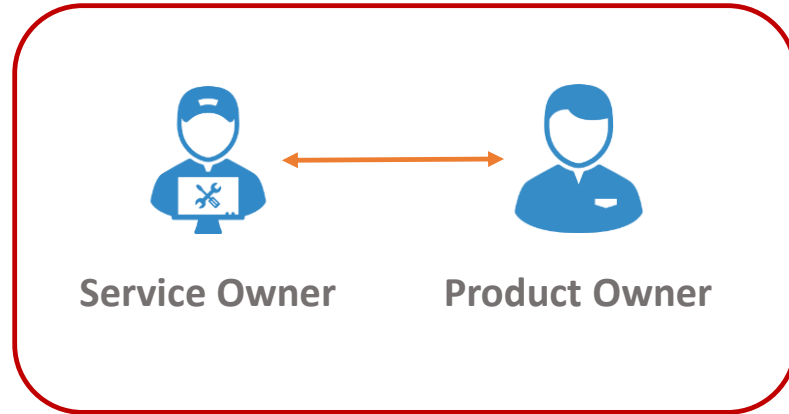
## Agile Methods and IT Service Management

Governed by ITIL practices – IT services are managed and delivered through IT service management.

ITIL life cycle connects with the Development life cycle

- ✓ The product owner brings up a product requirement in the form of user stories or epic with the business case which must also become part of the overall IT service strategy
- ✓ Transition of the features into the Sprint backlog must be aligned with the design of Service
- ✓ Service transition plan must be in place so that the developed features can be integrated into the Operations in to the smooth manner

## Integration of Agile & ITIL Roles



To enable continuous learning across the product and service life-cycles

