ITIL processes are best understood within its five-stage [Service Lifecycle framework](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Service+Lifecycle+framework&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegQIOBAB&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3): Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. These stages contain various processes, such as Capacity Management and Availability Management, that provide structure for effective IT Service Management (ITSM) by aligning IT with business needs, implementing new services, managing daily operations, and continuously improving services.

The ITIL Service Lifecycle Stages

[**Service Strategy**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Service+Strategy&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegQIRhAB&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3)**:** The foundational stage that aligns IT services with business objectives and defines the IT strategy.

[**Service Design**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Service+Design&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegQISBAB&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3)**:** Focuses on creating new or changed IT services to meet business needs, involving processes like Service Level Management, Capacity Management, and Information Security Management.

[**Service Transition**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Service+Transition&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegQISxAB&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3)**:** Manages the controlled and effective implementation of new or changed services into the production environment.

[**Service Operation**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Service+Operation&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUIkgEQAQ&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3)**:** Deals with the daily delivery and maintenance of IT services to the business, ensuring they are stable and perform as required.

[**Continual Service Improvement**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Continual+Service+Improvement&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUIkQEQAQ&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3)**:** A cycle of steps to identify and implement improvements to IT services and processes over time.

**Purpose and Benefits of ITIL Processes**

**[Improved Service Quality:](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Improved+Service+Quality&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUIqwEQAw&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3" \t "_blank)**ITIL processes help ensure services are reliable and meet business expectations.

**[Increased Customer Satisfaction:](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Increased+Customer+Satisfaction&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUIoQEQAw&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3" \t "_blank)**By aligning IT with business needs and delivering high-quality services, customer satisfaction is enhanced.

**[Better Alignment with Business:](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=Better+Alignment+with+Business&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUIpgEQAw&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3" \t "_blank)**The framework ensures that IT investments and activities directly support business goals.

**[More Efficient IT Management:](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifMt4zLuvQ5s_lW_JETDegY00EBcnQ%3A1759337067486&q=More+Efficient+IT+Management&sa=X&sqi=2&ved=2ahUKEwinncqnuYOQAxUuElkFHRl7Jh0QxccNegUInQEQAw&mstk=AUtExfDvEAYs--hYGXFMKQozLk67h_rlazQORg8W-mhtRA-0kuusBW0tr1G_gf_TU43jTw6IpBeS3o3m-qay4dkfFD--obFg_BdFPpIjzTLCOkw_FgpcBfo5mrGmDoUI8jDcxFnPQUwCyBJxxXJaGrQGFlBH0R_P0x6H5JQyKsxKjIaRGtE&csui=3" \t "_blank)**Processes provide a structured approach to managing IT services, leading to greater efficiency.

ITIL provides best practices for managing and improving IT services, focusing on aligning services with business needs through a lifecycle of processes like Service Strategy, Design, Transition, Operation, and Continual Service Improvement (CSI). Key best practices include establishing a single point of contact for the service desk, managing incidents and problems by finding root causes, implementing a structured change management process, developing a service catalog, and focusing on continuous feedback and improvement.

Core Processes & Phases

ITIL organizes its best practices around a service lifecycle:

* [**Service Strategy**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifOXSfwAIW50Rsj4pvY1H8UkuY6QwA%3A1759337357759&q=Service+Strategy&sa=X&ved=2ahUKEwj2g_-xuoOQAxUyF1kFHZKKL_AQxccNegUI3wIQAQ&mstk=AUtExfCu6KMCnRN9RAb_h7d8wI4H8JrYb8m9Qd5K6Ioz9t4BY_tOgb4fJoh3a8dmSPUmAXjKpuPg2oCLxLrR0Z3sg5iOJFADa2JTr-zggSJtQP7vl3nIGArYd2dizKl2zha4acaeKr2g6FKEbKvLFXQ9Y3ABfdrXDFm11E-1NvpknH4Nica1Oy8Bn4SC1WL9bDmLpRL7ZVOqUGpDrGmH-_gweW5Oooi8EbflPZn6Ef4M5tH2KqnRy53JMQSg67jZMVIyKd-a_t4zS7qh3WfDz0ZPV1DV&csui=3)**:** Defining the strategy for delivering services that meet business needs.
* [**Service Design**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifOXSfwAIW50Rsj4pvY1H8UkuY6QwA%3A1759337357759&q=Service+Design&sa=X&ved=2ahUKEwj2g_-xuoOQAxUyF1kFHZKKL_AQxccNegUI3QIQAQ&mstk=AUtExfCu6KMCnRN9RAb_h7d8wI4H8JrYb8m9Qd5K6Ioz9t4BY_tOgb4fJoh3a8dmSPUmAXjKpuPg2oCLxLrR0Z3sg5iOJFADa2JTr-zggSJtQP7vl3nIGArYd2dizKl2zha4acaeKr2g6FKEbKvLFXQ9Y3ABfdrXDFm11E-1NvpknH4Nica1Oy8Bn4SC1WL9bDmLpRL7ZVOqUGpDrGmH-_gweW5Oooi8EbflPZn6Ef4M5tH2KqnRy53JMQSg67jZMVIyKd-a_t4zS7qh3WfDz0ZPV1DV&csui=3)**:** Designing new or changed services and processes to ensure they can be delivered successfully.
* [**Service Transition**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifOXSfwAIW50Rsj4pvY1H8UkuY6QwA%3A1759337357759&q=Service+Transition&sa=X&ved=2ahUKEwj2g_-xuoOQAxUyF1kFHZKKL_AQxccNegUI8wIQAQ&mstk=AUtExfCu6KMCnRN9RAb_h7d8wI4H8JrYb8m9Qd5K6Ioz9t4BY_tOgb4fJoh3a8dmSPUmAXjKpuPg2oCLxLrR0Z3sg5iOJFADa2JTr-zggSJtQP7vl3nIGArYd2dizKl2zha4acaeKr2g6FKEbKvLFXQ9Y3ABfdrXDFm11E-1NvpknH4Nica1Oy8Bn4SC1WL9bDmLpRL7ZVOqUGpDrGmH-_gweW5Oooi8EbflPZn6Ef4M5tH2KqnRy53JMQSg67jZMVIyKd-a_t4zS7qh3WfDz0ZPV1DV&csui=3)**:** Building, testing, and deploying new or changed services into the production environment with minimal disruption.
* [**Service Operation**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifOXSfwAIW50Rsj4pvY1H8UkuY6QwA%3A1759337357759&q=Service+Operation&sa=X&ved=2ahUKEwj2g_-xuoOQAxUyF1kFHZKKL_AQxccNegUI8QIQAQ&mstk=AUtExfCu6KMCnRN9RAb_h7d8wI4H8JrYb8m9Qd5K6Ioz9t4BY_tOgb4fJoh3a8dmSPUmAXjKpuPg2oCLxLrR0Z3sg5iOJFADa2JTr-zggSJtQP7vl3nIGArYd2dizKl2zha4acaeKr2g6FKEbKvLFXQ9Y3ABfdrXDFm11E-1NvpknH4Nica1Oy8Bn4SC1WL9bDmLpRL7ZVOqUGpDrGmH-_gweW5Oooi8EbflPZn6Ef4M5tH2KqnRy53JMQSg67jZMVIyKd-a_t4zS7qh3WfDz0ZPV1DV&csui=3)**:** Managing the daily delivery of IT services, including incident, problem, and event management to ensure availability and performance.
* [**Continual Service Improvement (CSI)**](https://www.google.com/search?sca_esv=edf73f0f6f15f888&rlz=1C1UEAD_enUS1086US1086&sxsrf=AE3TifOXSfwAIW50Rsj4pvY1H8UkuY6QwA%3A1759337357759&q=Continual+Service+Improvement+%28CSI%29&sa=X&ved=2ahUKEwj2g_-xuoOQAxUyF1kFHZKKL_AQxccNegUI3gIQAQ&mstk=AUtExfCu6KMCnRN9RAb_h7d8wI4H8JrYb8m9Qd5K6Ioz9t4BY_tOgb4fJoh3a8dmSPUmAXjKpuPg2oCLxLrR0Z3sg5iOJFADa2JTr-zggSJtQP7vl3nIGArYd2dizKl2zha4acaeKr2g6FKEbKvLFXQ9Y3ABfdrXDFm11E-1NvpknH4Nica1Oy8Bn4SC1WL9bDmLpRL7ZVOqUGpDrGmH-_gweW5Oooi8EbflPZn6Ef4M5tH2KqnRy53JMQSg67jZMVIyKd-a_t4zS7qh3WfDz0ZPV1DV&csui=3)**:** The overarching process that spans the entire framework, focusing on continually improving service quality and effectiveness through measurement, analysis, and implementation of changes.

Key Best Practices

* **Service Desk & Support:**
  + **Single Point of Contact (SPOC):** Create a central service desk for consistent and efficient support.
  + **Omnichannel Support:** Offer multiple channels (phone, email, chat, portal) to increase accessibility.
  + **Knowledge Base:** Develop a comprehensive knowledge base with FAQs and guides to empower users and support self-service.
* **Incident & Problem Management:**
  + **Structured Approach:** Implement a structured process for quickly resolving incidents and restoring services.
  + **Root Cause Analysis:** Focus on identifying and addressing the root causes of recurring incidents to prevent future occurrences (Problem Management).
* **Change Management:**
  + **Controlled & Documented Changes:** Use a structured approach to manage changes to IT services and infrastructure.
* **Service Catalog & Level Management:**
  + **Service Catalog:** Develop a clear list of all available IT services with associated Service Level Agreements (SLAs).
  + **Service Level Agreements (SLAs):** Negotiate and monitor SLAs to ensure services meet agreed-upon customer expectations.
* **Continual Improvement (CSI):**
  + **Measurement & Reporting:** Regularly collect data and report on key performance indicators (KPIs) to identify improvement opportunities.
  + **Iterative Improvement:** Progress with small, continuous improvements, incorporating feedback to optimize services over time.
* **Implementation Best Practices:**
  + **Business Alignment:** Start by understanding business requirements to ensure IT services align with business goals.
  + **Start Small & Pilot:** Begin with a pilot project to demonstrate ITIL's value before a full-scale rollout.
  + **Stakeholder Buy-in:** Educate stakeholders and secure leadership support for the ITIL adoption.