

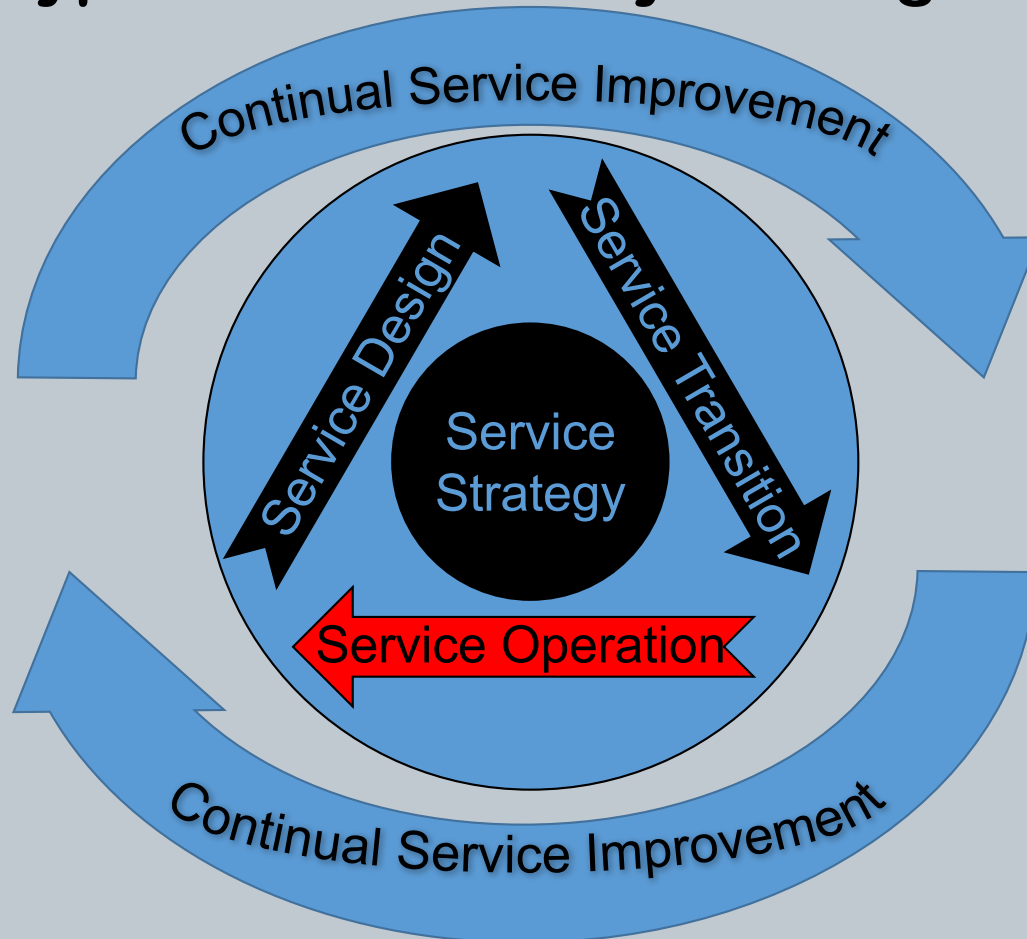


Service Operation Phase

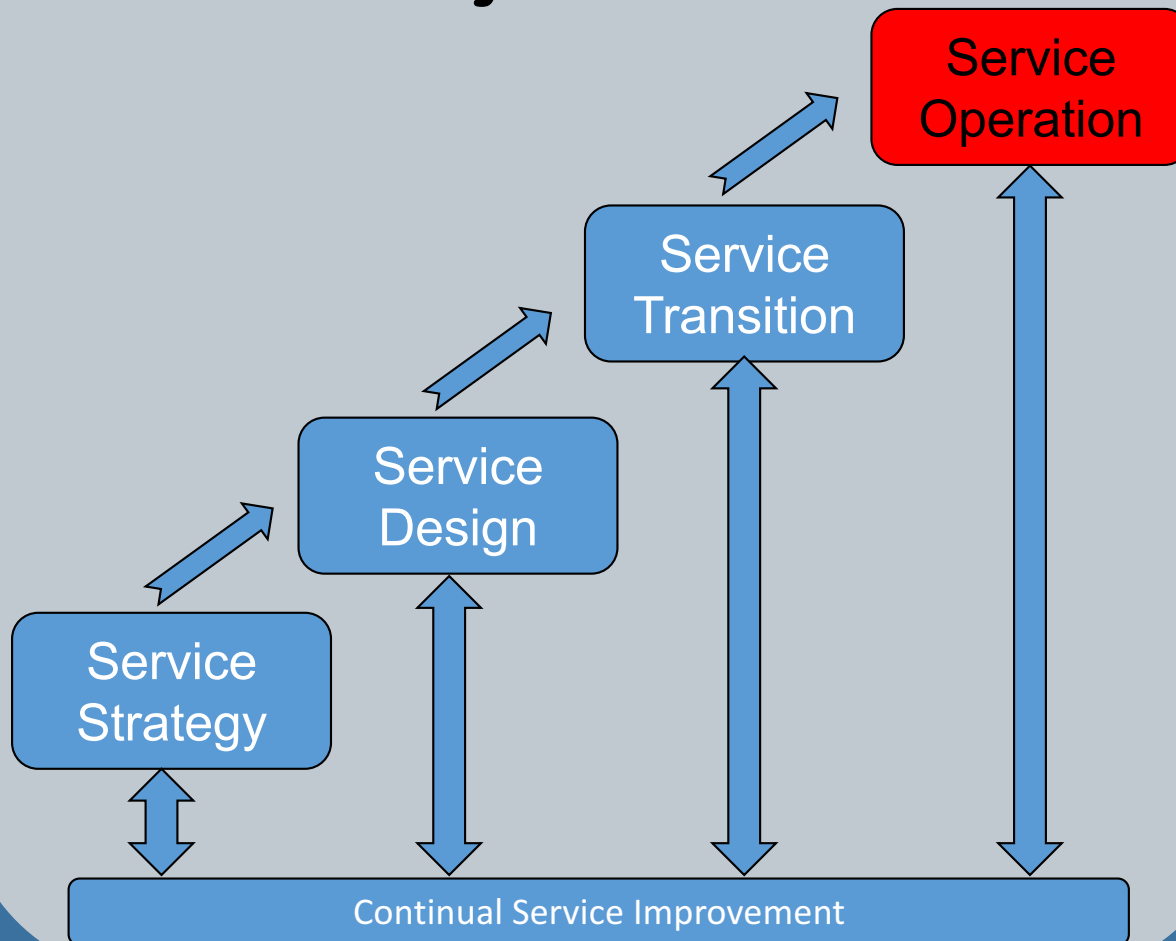
ITILv3 Foundations

<http://www.jasondion.com>

Typical ITILv3 Lifecycle Diagram



ITILv3 Lifecycle With Feedback



Service Operation

- Begins upon transition of a new service to facilitate the outcomes desired by customers
- Urgent operational problems are handled by this stage, others are fed back to Strategy, Design, or Transition (as appropriate)



Business Value

- Service Operation creates value by:
 - Having value realized by the customer
 - Ensuring services are operated within expected performance parameters
 - Restoring services quickly in the event of service interruption
 - Minimizing impact to the business in the event of service interruption
 - Providing a focal point for communication between users and the Service Provider organization



Key Takeaways

- Service Operations never really end, but it will feedback to earlier stages for future development
- Provides your users and customers with agreed upon services
- Identified faults are quickly fixed or referred back to an earlier stage

