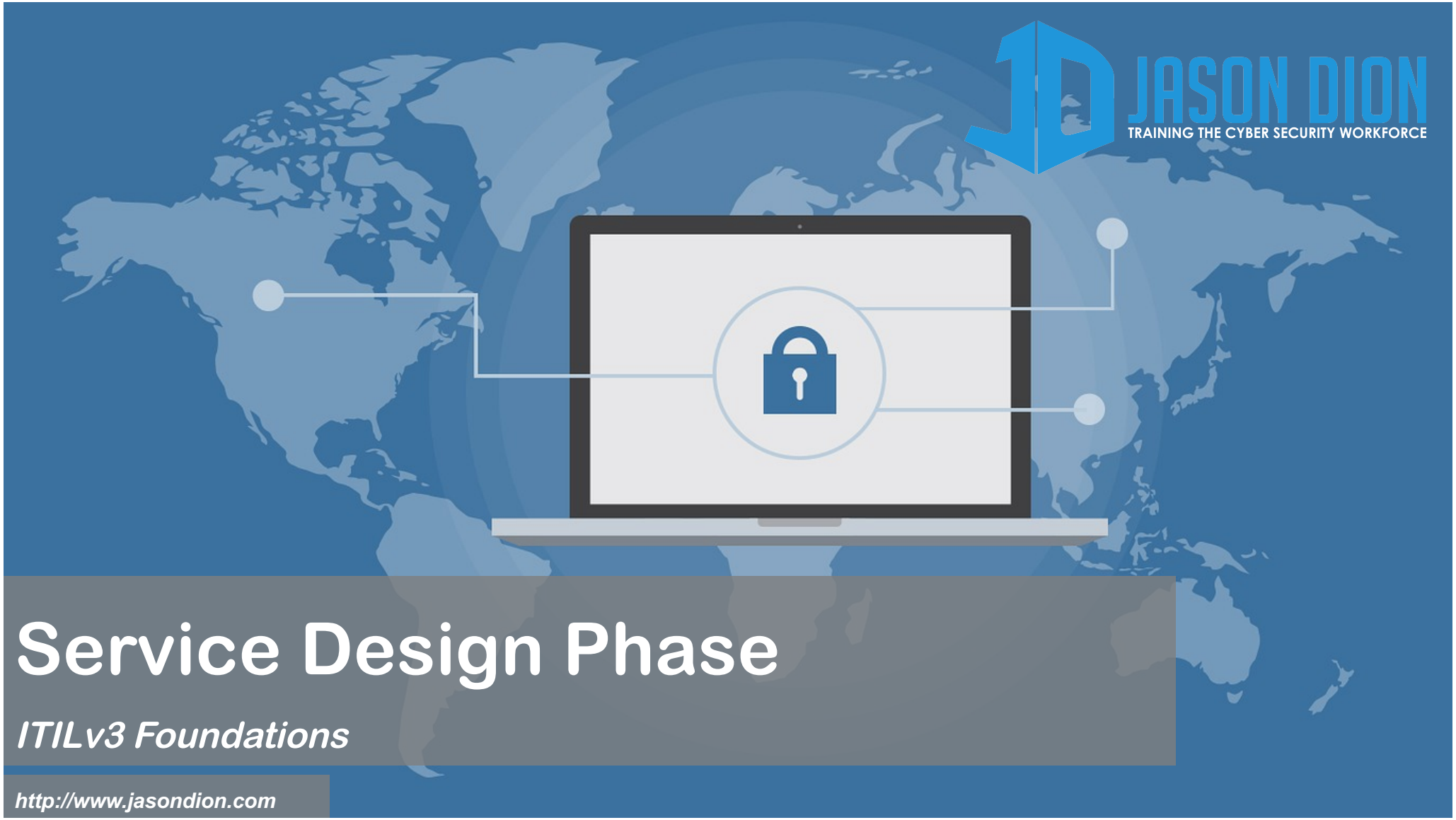
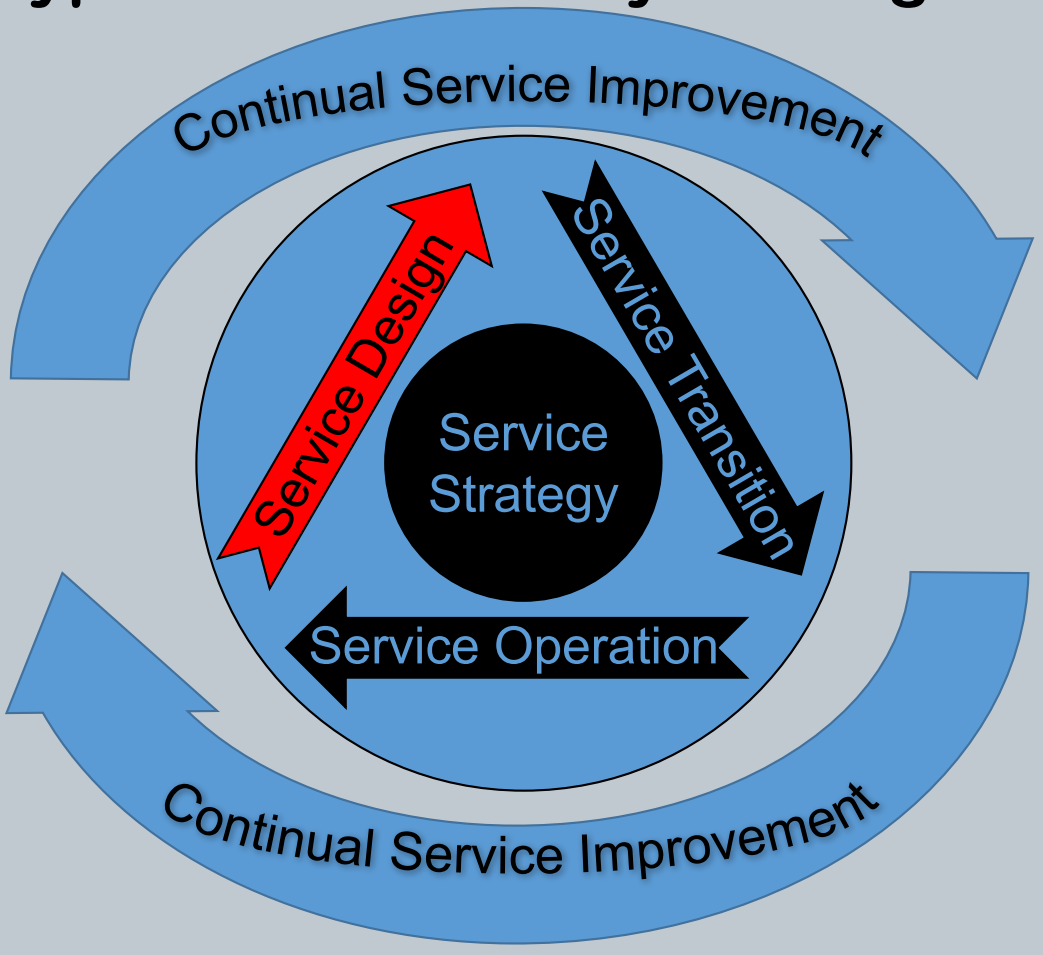


Service Design Phase

ITILv3 Foundations

http://www.jasondion.com

Typical ITILv3 Lifecycle Diagram



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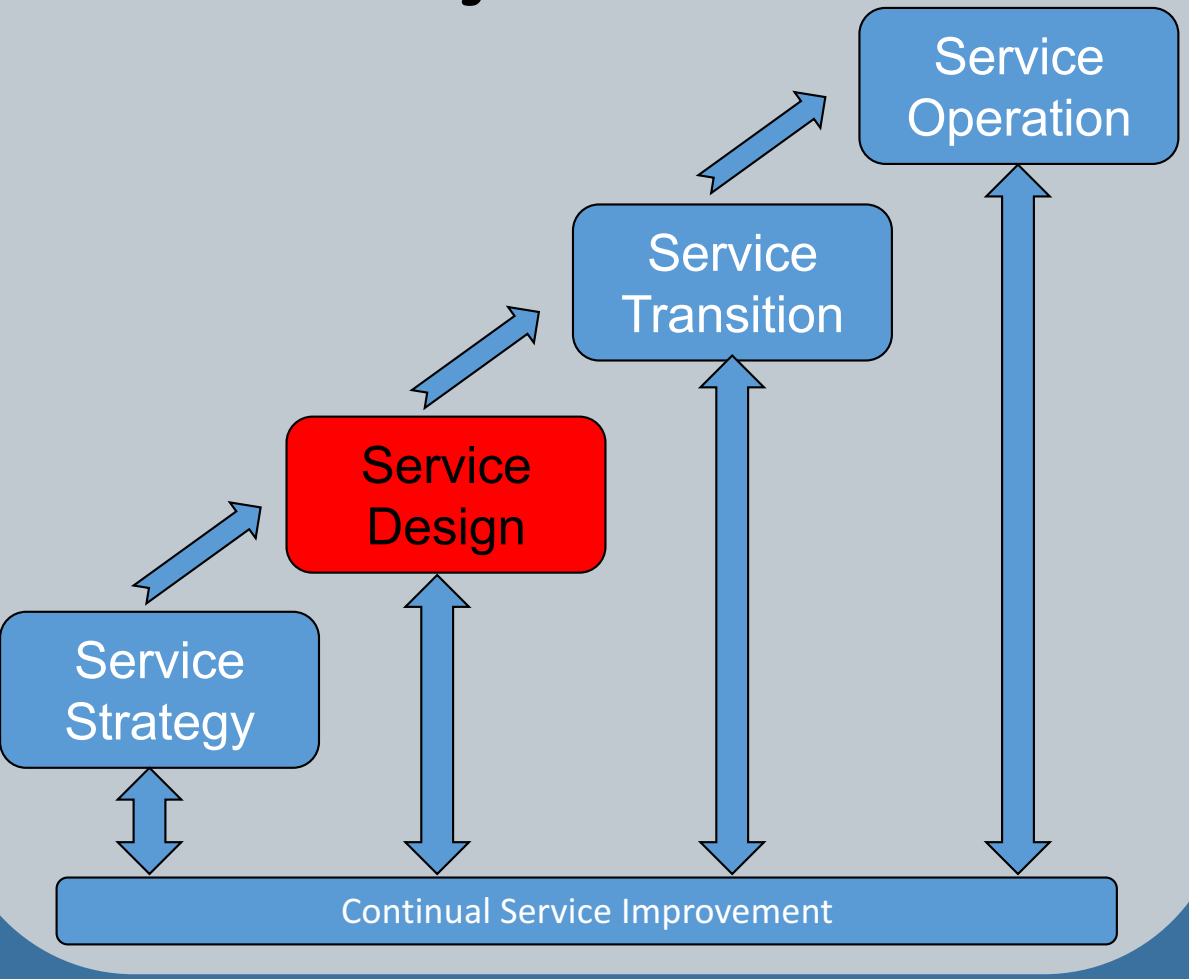
ITILv3 Lifecycle With Feedback



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Service Design

- Conduct the detailed planning of the service and all supporting materials to allow it into the live environment
- How will it be supported?
- How will it be tested?
- How will future development occur?

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When is Service Design Complete?

- Service Design is complete when:
  - Detailed
  - Comprehensive
  - Effective (but not necessarily efficient)
  - Agreed upon by stakeholders

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Key Takeaways

- Detailed blueprint of the service, including:
  - Components of the service
  - Identify if resources be shared with another existing service
  - Test plan
  - Support plan
  - Future development plan

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