Service V-Model

ITILv3 Foundations

Service V-Model

- Defines progressive levels of activity and levels of testing/validation towards a defined objective such as a release or major change

- Testing at each level is imperative prior to moving to the next level in order to reduce risk

Service V-Model

Service Review Criteria/Plan

1 Define Business Requirements ⟷ Validate Service Packages, Offerings, etc. **1**

Contract, SDP

Service Acceptance Criteria/Plan

2 Define Business Requirements ⟷ Service Acceptance Testing **2**

SLR, Draft SLA

Service Operational Criteria/Plan

3 Define Business Requirements ⟷ Service Operational Readiness Test **3**

SDP

Service Release Test Criteria/Plan

4 Define Business Requirements ⟷ Service Release Package Test **4**

Review Design/Plan

5 Define Business Requirements ⟷ Component and Assembly Test **5**

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TRAINING THE CYBER SECURITY WORKFORCE