



# The Service Lifecycle

*ITILv3 Foundations*

# Lifecycles

- Most management books have some sort of “lifecycle”
- Many aren’t actually very relevant

...but, the Service Lifecycle is!

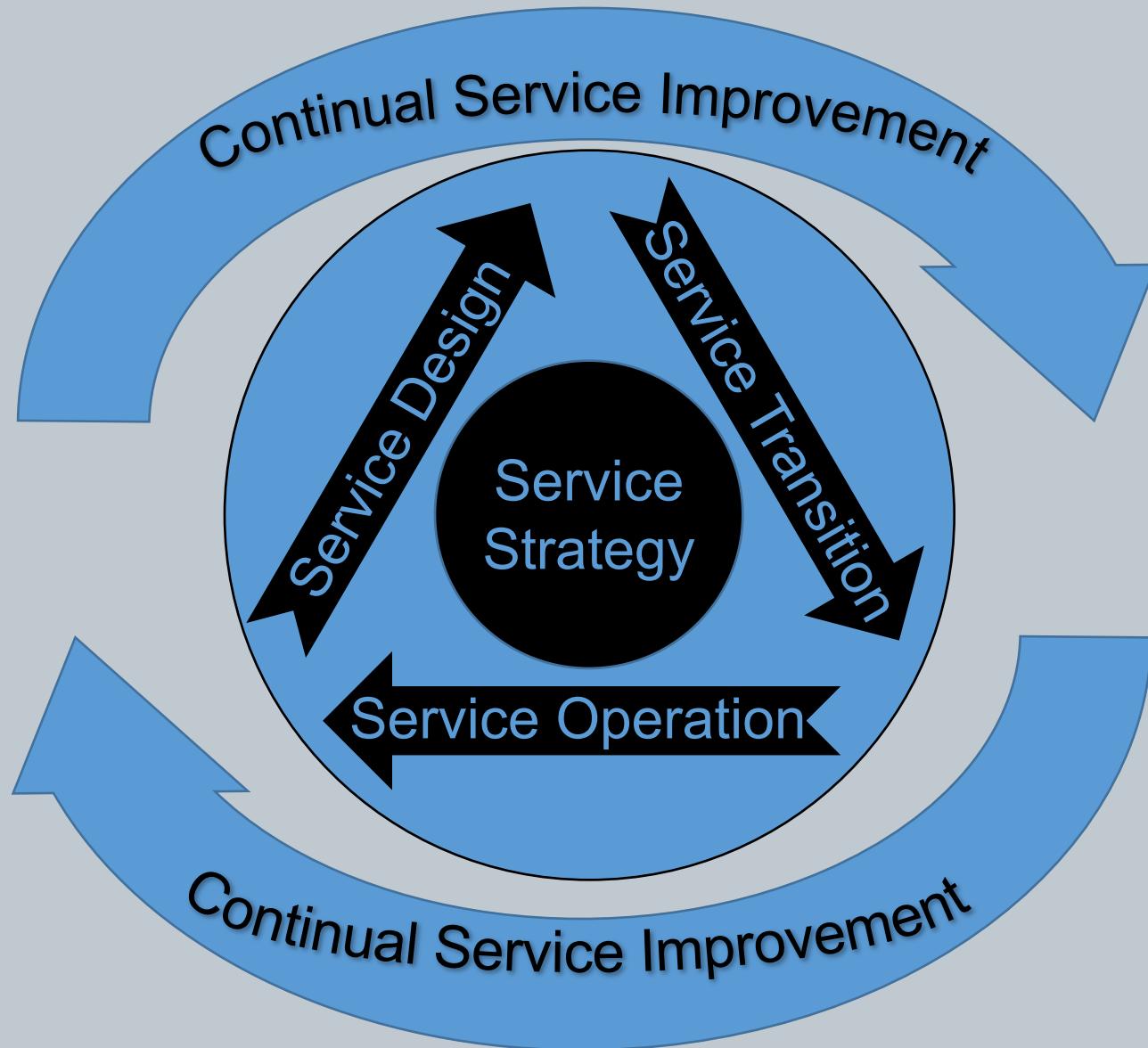


# Service Lifecycle

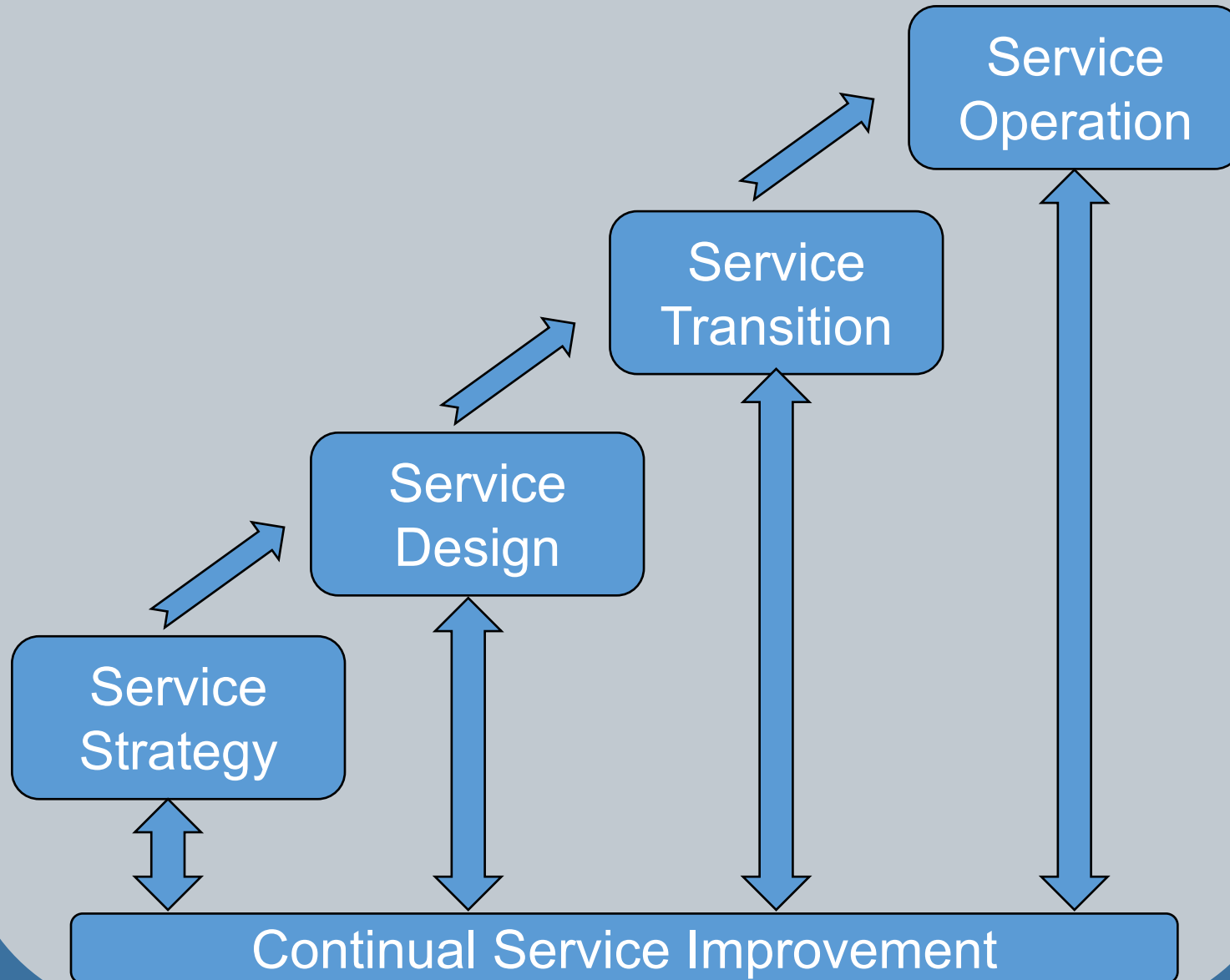
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement



# Typical ITILv3 Lifecycle Diagram



# ITILv3 Lifecycle With Feedback





# Overview of Processes & Phases

*ITILv3 Foundations*

# ITILv3: Overview of Processes & Phases

## Service Strategy

Strategy Management

Service Portfolio Management

Business Relationship Management

Financial Management

Demand Management

## Service Design

Design Coordination

Service Catalog Management

Service Level Management

Availability Management

Capacity Management

IT Service Continuity Management

Information Security Management

Supplier Management

## Service Transition

Transition Planning & Support

Knowledge Management

Service Asset & Configuration Management

Change Management

Release & Deployment Management

Service Validation & Testing

Change Evaluation

## Service Operation

Event Management

Incident Management

Problem Management

Request Fulfillment

Access Management

Service Desk

Technical Management

Application Management

IT Operations Management

## Continual Service Improvement

7 Step Process Improvement

Process

Function

Legend