

The **ITIL framework** outlines a structured approach to IT service management, divided into five key stages:

1. **Service Strategy:** This stage **focuses on defining the organization's approach to delivering services, ensuring they align with business objectives and customer needs.**
2. **Service Design:** In this phase, **detailed plans and specifications are developed to create new services or modify existing ones**, ensuring they are fit for purpose and meet quality requirements.
3. **Service Transition:** This stage **manages the implementation of new or changed services into the live environment**, ensuring they are delivered effectively and without disruption.
4. **Service Operation:** This phase involves the ongoing management and delivery of services to users, ensuring they operate efficiently and meet agreed-upon service levels.
5. **Continual Service Improvement:** Throughout all stages, this phase focuses on identifying and implementing improvements to enhance service quality and align with evolving business needs.