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</table>
| **ITIL® SS**    | - Identify strategy, services, customers  
- Explore opportunities  
- Understand assets | - Customers  
- Service economics  
- Sourcing | - Service Portfolio Management  
- Financial Management  
- Strategy Management for IT Services  
- Demand Management  
- Business Relationship Management | - Kano Model  
- 4 Ps | - Service models  
- Business Impact Analysis  
- User Profile  
- Patterns of business activity  
- Service Packages  
- Service Level Packages |
| **ITIL® SD**    | - Design effective services  
- Design for current and future needs  
- Minimise rework | - 5 Major Aspects  
- Holistic design  
- Balanced design  
- Constraints | - Design Coordination  
- Service Catalogue Management  
- Service Level Management  
- Capacity Management  
- IT Service Continuity Management  
- Information Security Management  
- Supplier Management | - 4 Ps  
- Business Impact Analysis  
- User Profile | - Service Design Packages  
- Service Acceptance Criteria  
- Architectures  
- SLAs and OLAs  
- Supplier Management Information System |
| **ITIL® ST**    | - Plan and manage change  
- Manage service risk  
- Deploy services  
- Set expectations  
- Ensure value  
- Provide knowledge | - Service Transition Policies  
- Emotional impact  
- Organisational change | - Transition Planning and Support  
- Change Management  
- Service Asset and Configuration Management  
- Release and Deployment Management  
- Service Validation and Testing  
- Change Evaluation  
- Knowledge Management | - 4 Ps  
- Business Impact Analysis  
- User Profile | - Change models  
- Test models | |
| **ITIL® SO**    | - Maintain business satisfaction  
- Manage outages  
- Maintain access to services | - Service optimisation  
- Balance in operations  
- Operational health  
- Provide good service  
- Common activities | - Incident Management  
- Problem Management  
- Access Management  
- Request Fulfilment  
- Event Management | - 4 Ps  
- Business Impact Analysis  
- User Profile | - Incident models  
- Request models  
- Problem models | |
| **ITIL® CSI**   | - Improve services  
- Improve cost effectiveness  
- Meet changing business needs  
- Quality Management | - Measurement  
- Baselines  
- Service Assessment  
- Governance  
- Return on Investment | - 7 Step Improvement Process | - 4 Ps  
- Business Impact Analysis  
- User Profile | - Plan Do Check Act  
- CSI Approach | |

**GENERIC ROLES:**  
SERVICE OWNER  
PROCESS OWNER  
PROCESS MANAGER  
PROCESS PRACTITIONER

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