

LIFECYCLE PHASE	ITIL® SS SERVICE STRATEGY	ITIL® SD SERVICE DESIGN	ITIL® ST SERVICE TRANSITION	ITIL® SO SERVICE OPERATION	ITIL® CSI CONTINUAL SERVICE IMPROVEMENT
OBJECTIVES	<ul style="list-style-type: none"> <li>- Identify strategy, services, customers</li> <li>- Exploit opportunities</li> <li>- Understand assets</li> </ul>	<ul style="list-style-type: none"> <li>- Design effective services</li> <li>- Design for current and future needs</li> <li>- Minimise rework</li> </ul>	<ul style="list-style-type: none"> <li>- Plan and manage change</li> <li>- Manage service risk</li> <li>- Deploy services</li> <li>- Set expectations</li> <li>- Ensure value</li> <li>- Provide knowledge</li> </ul>	<ul style="list-style-type: none"> <li>- Maintain business satisfaction</li> <li>- Manage outages</li> <li>- Maintain access to services</li> </ul>	<ul style="list-style-type: none"> <li>- Improve services</li> <li>- Improve cost effectiveness</li> <li>- Meet changing business needs</li> <li>- Quality Management</li> </ul>
KEY CONCEPTS	<ul style="list-style-type: none"> <li>- Customers</li> <li>- Service economics</li> <li>- Sourcing</li> </ul>	<ul style="list-style-type: none"> <li>- 5 Major Aspects</li> <li>- Holistic design</li> <li>- Balanced design</li> <li>- Constraints</li> </ul>	<ul style="list-style-type: none"> <li>- Service Transition Polices</li> <li>- Emotional impact</li> <li>- Organisational change</li> </ul>	<ul style="list-style-type: none"> <li>- Service optimisation</li> <li>- Balance in operations</li> <li>- Operational health</li> <li>- Provide good service</li> <li>- Common activities</li> </ul>	<ul style="list-style-type: none"> <li>- Measurement</li> <li>- Baselines</li> <li>- Service Assessment</li> <li>- Governance</li> <li>- Return on Investment</li> </ul>
PROCESSES	<ul style="list-style-type: none"> <li>- Service Portfolio Management</li> <li>- Financial Management</li> <li>- Strategy Management for IT Services</li> <li>- Demand Management</li> <li>- Business Relationship Management</li> </ul>	<ul style="list-style-type: none"> <li>- Design Coordination</li> <li>- Service Catalogue Management</li> <li>- Service Level Management</li> <li>- Capacity Management</li> <li>- IT Service Continuity Management</li> <li>- Information Security Management</li> <li>- Supplier Management</li> </ul>	<ul style="list-style-type: none"> <li>- Transition Planning and Support</li> <li>- Change Management</li> <li>- Service Asset and Configuration Management</li> <li>- Release and Deployment Management</li> <li>- Service Validation and Testing</li> <li>- Change Evaluation</li> <li>- Knowledge Management</li> </ul>	<ul style="list-style-type: none"> <li>- Incident Management</li> <li>- Problem Management</li> <li>- Access Management</li> <li>- Request Fulfilment</li> <li>- Event Management</li> </ul> <p><b>Functions</b></p> <ul style="list-style-type: none"> <li>- Service Desk</li> <li>- Application Management</li> <li>- Technical Management</li> <li>- IT Operations Management</li> </ul>	<ul style="list-style-type: none"> <li>- 7 Step Improvement Process</li> </ul>
MODELS	<ul style="list-style-type: none"> <li>- Kano Model</li> <li>- 4 Ps</li> </ul>		<ul style="list-style-type: none"> <li>- Change models</li> <li>- Test models</li> </ul>	<ul style="list-style-type: none"> <li>- Incident models</li> <li>- Request models</li> <li>- Problem models</li> </ul>	<ul style="list-style-type: none"> <li>- Plan Do Check Act</li> <li>- CSI Approach</li> </ul>
OUTPUTS & DOCUMENTS	<ul style="list-style-type: none"> <li>- Service models</li> <li>- Business Impact Analysis</li> <li>- User Profile</li> <li>- Patterns of business activity</li> <li>- Service Packages</li> <li>- Service Level Packages</li> </ul>	<ul style="list-style-type: none"> <li>- Service Design Packages</li> <li>- Service Acceptance Criteria</li> <li>- Architectures</li> <li>- SLAs and OLAs</li> <li>- Supplier Management Information System</li> </ul>	<ul style="list-style-type: none"> <li>- CMS</li> <li>- SKMS</li> <li>- DML and definitive spares</li> <li>- Change schedule</li> </ul>	<ul style="list-style-type: none"> <li>- Standard Operating Procedures</li> <li>- Technical documents</li> <li>- Training material</li> </ul>	<ul style="list-style-type: none"> <li>- CSI Register</li> </ul>
<p><b>GENERIC ROLES:</b> SERVICE OWNER    PROCESS OWNER    PROCESS MANAGER    PROCESS PRACTITIONER</p>					