

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