



3 The ITIL Service Management Lifecycle – core of practice

The Service Lifecycle contains five elements as shown in Figure 3.1, each of which rely on service principles, processes, roles and performance measures. The Service Lifecycle uses a hub and spoke design, with Service Strategy at the hub, Service Design, Transition and Operation as the revolving lifecycle stages, and anchored by Continual Service Improvement. Each part of the lifecycle exerts influence on the other and relies on the other for inputs and feedback. In this way, a constant set of checks and balances throughout the Service Lifecycle

ensures that as business demand changes with business need, the services can adapt and respond effectively to them.

At the heart of the Service Lifecycle is the key principle – all services must provide measurable value to business objectives and outcomes. ITIL Service Management focuses on business value as its prime objective. Each practice revolves around ensuring that everything a service provider does to manage IT services for the business

Figure 3.1 The ITIL Service Lifecycle



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Implementing Effective IT Governance and IT Management Gad Selig, 2015-02-01 This book is a revised edition of the best selling title *Implementing IT Governance* ISBN 978 90 8753 119 5 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization s IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences

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Table of Contents Itil Study Guide 2013

1. Understanding the eBook Itil Study Guide 2013
 - The Rise of Digital Reading Itil Study Guide 2013
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil Study Guide 2013
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil Study Guide 2013
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil Study Guide 2013
 - Personalized Recommendations
 - Itil Study Guide 2013 User Reviews and Ratings
 - Itil Study Guide 2013 and Bestseller Lists
5. Accessing Itil Study Guide 2013 Free and Paid eBooks
 - Itil Study Guide 2013 Public Domain eBooks
 - Itil Study Guide 2013 eBook Subscription Services
 - Itil Study Guide 2013 Budget-Friendly Options

6. Navigating Itil Study Guide 2013 eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil Study Guide 2013 Compatibility with Devices
 - Itil Study Guide 2013 Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil Study Guide 2013
 - Highlighting and Note-Taking Itil Study Guide 2013
 - Interactive Elements Itil Study Guide 2013
8. Staying Engaged with Itil Study Guide 2013
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil Study Guide 2013
9. Balancing eBooks and Physical Books Itil Study Guide 2013
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil Study Guide 2013
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Itil Study Guide 2013
 - Setting Reading Goals Itil Study Guide 2013
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Itil Study Guide 2013
 - Fact-Checking eBook Content of Itil Study Guide 2013
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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