



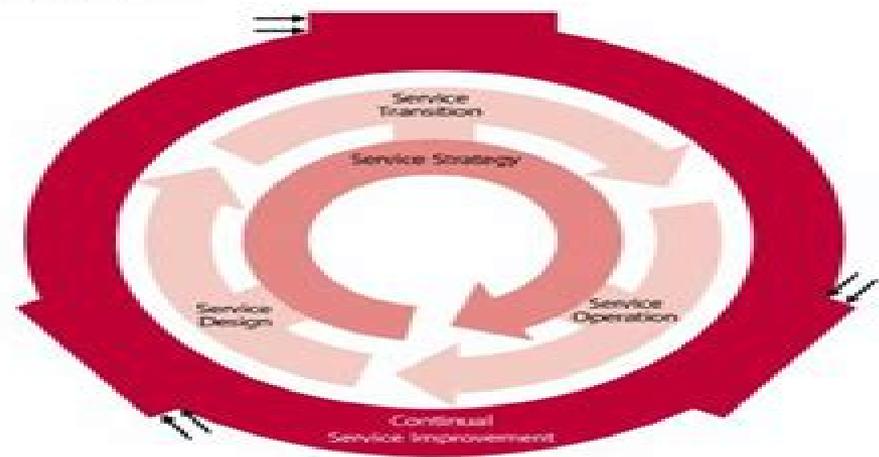
3 The ITIL Service Management Lifecycle – core of practice

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



Itil Osa Study Guide

Helen Morris, Liz Gallacher



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functions to achieve operational excellence How to measure Operational Support and Analysis performance The importance of IT Security and how it supports Operational Support and Analysis Understanding technology and implementation requirements in support of Operational Support and Analysis The challenges critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam Pre requisites ITIL Foundation Certificate in IT Service Management It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program Delivery The program combines short presentations supported by accredited trainer audio There are also quizzes and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance understanding of key concepts Revision questions and a mock examination help to prepare for the multiple choice APMG examination This program is an eLearning Program your access details to the eLearning course are in the book Program Materials Access to presentation with trainer audio The Art of Service Operational Support and Analysis Book Exercises Answers where applicable Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management this book which leads to ITIL OSA and paves the way to ITIL Expert Certification should do at least as well as the first and second editions which are bestsellers

Operational Support and Analysis Stationery Office, Alison Cartlidge, 2013-11-04 Updated in line with the ITIL 2011 editions and the Operational Support and Analysis OSA syllabus this quick reference guide will help you as you study for the OSA module of the ITIL Intermediate Capability qualification Beyond the exam this handbook is a practical resource that can be used in the workplace Companion volumes covering the other Intermediate Capability modules are also available [ITIL V3 Operational Support and Analysis \(OSA\) Full Certification Online Learning and Study Book Course - the ITIL V3 Intermediate OSA Capability Complete Certification Kit](#) Ivanka Menken, Gerard Blokdijk, 2009 The first edition of this book and its accompanying eLearning course is regarded as a classic in its field Now in an expanded and updated version of The Art of Service s book the authors once again present a step by step guide to getting your ITIL v3 OSA Certificate Who Knew ITIL Certification E Learning This Quick and Easy Could Make You Look This Good The Art of Service has dramatically changed the way we deliver employee training We can now deliver more training at less cost to a wider audience in a shorter period of time On demand eLearning Don t pay over 3 000 00 for a 5 day class room based course you re out of touch with your work for 5 days and including the course fee the costs are insurmountable take the online learning option instead and study at your own pace Course Description This intensive interactive course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery The main focus of this course is on the operational level process activities and supporting methods and approaches to executing these processes in a practical hands on learning environment This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle This course uses an

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