



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

Karin Nielsen-Saines



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web the volume of 1 00 mol 1 00 mol of any gas at stp standard temperature 273 15 k and pressure 1 atm is measured to be 22 414l 22 414 l we can substitute 101 325kpa 101 325 kpa for pressure 22 414 l 22 414 l for volume and 273 15 k 273 15 k for temperature into the ideal gas equation and solve for r r

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