

The Online ITIL® Training Experts

ITIL® On A Page



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Lifecycle Service Strategy Phase **Objectives** Identify strategy, services. customers Exploit opportunities Understand assets **Key Concepts** Customers Service economics Sourcina Service Portfolio Management **Processes** • Financial Management Strategy Management for IT Services Demand Management Business Relationship Management Models Kano Model • 4 Ps Service models **Outputs** and Business Impact Analysis **Documents** User Profile



Service Design

Design effective services

Minimise rework

5 Major Aspects

Balanced design

Design Coordination

Service Catalogue Management

Service Level Management

Availability Management

Capacity Management

IT Service Continuity

Information Security

Supplier Management

Service Design Package

Architectures

SLAs and OLAs

Supplier Management

Information System

Service Acceptance Criteria

Management

Management

Holistic design

Constraints

Design for current and future







- Plan and manage change
- Manage service risk
- Deploy services
- Set expectations
- Ensure value
- Provide knowledge
- Service Transition Policies
- Emotional impact
- Organisational change
- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Change Evaluation
- Knowledge Management
- Change models
- Test models
- CMS
- SKMS
- DML and definitive spares
- Change schedule



Service **Operation**

- · Maintain business satisfaction
- Manage outages
- Manage access to services
- Service optimisation
- Balance in operations
- Operational health
- Provide good service
- Common activities
- Incident Management
- Problem Management
- Access Management
- Request Fulfilment
- Event Management
- Functions:
- Service Desk
- Application Management
- Technical Management
- IT Operations Management
- Incident models
- Request models
- Problem models
- Standard Operating Procedures
- Technical documents
- Training material

Continual Service **Improvement**

- Improve services
- Improve cost effectiveness
- Meet changing business needs
- Quality management
- Measurement
- Baselines
- Service Assessment
- Governance
- Return on Investment
- 7 Step Improvement Process

- Plan Do Check Act
- CSI Approach
- CSI Register

Generic Roles: Service Owner Process Owner Process Manager **Process Practitioner**

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Patterns of business activity

Service Level Packages

Service Packages







