

ITIL V3 Service Lifecycle Key Inputs and Outputs



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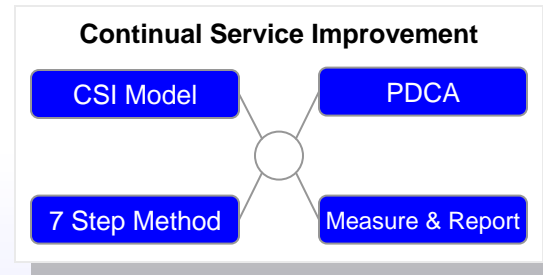
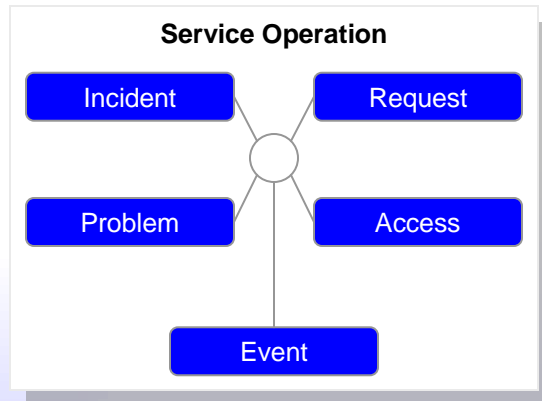
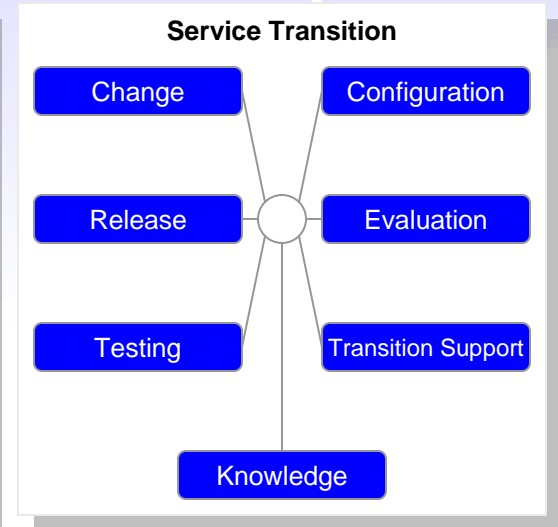
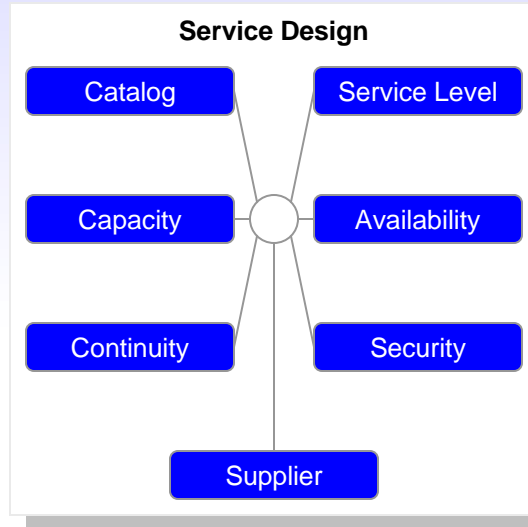
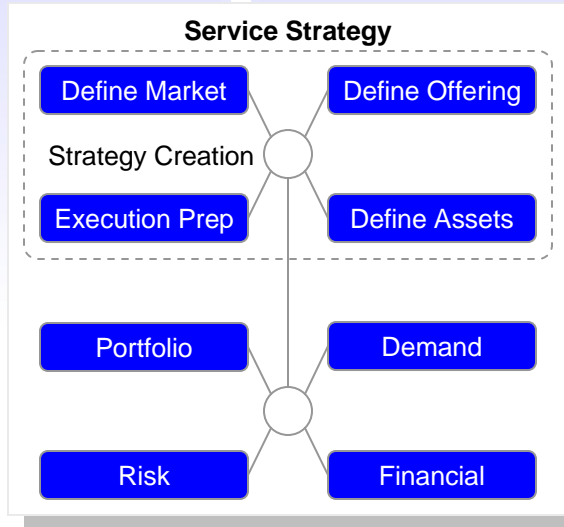
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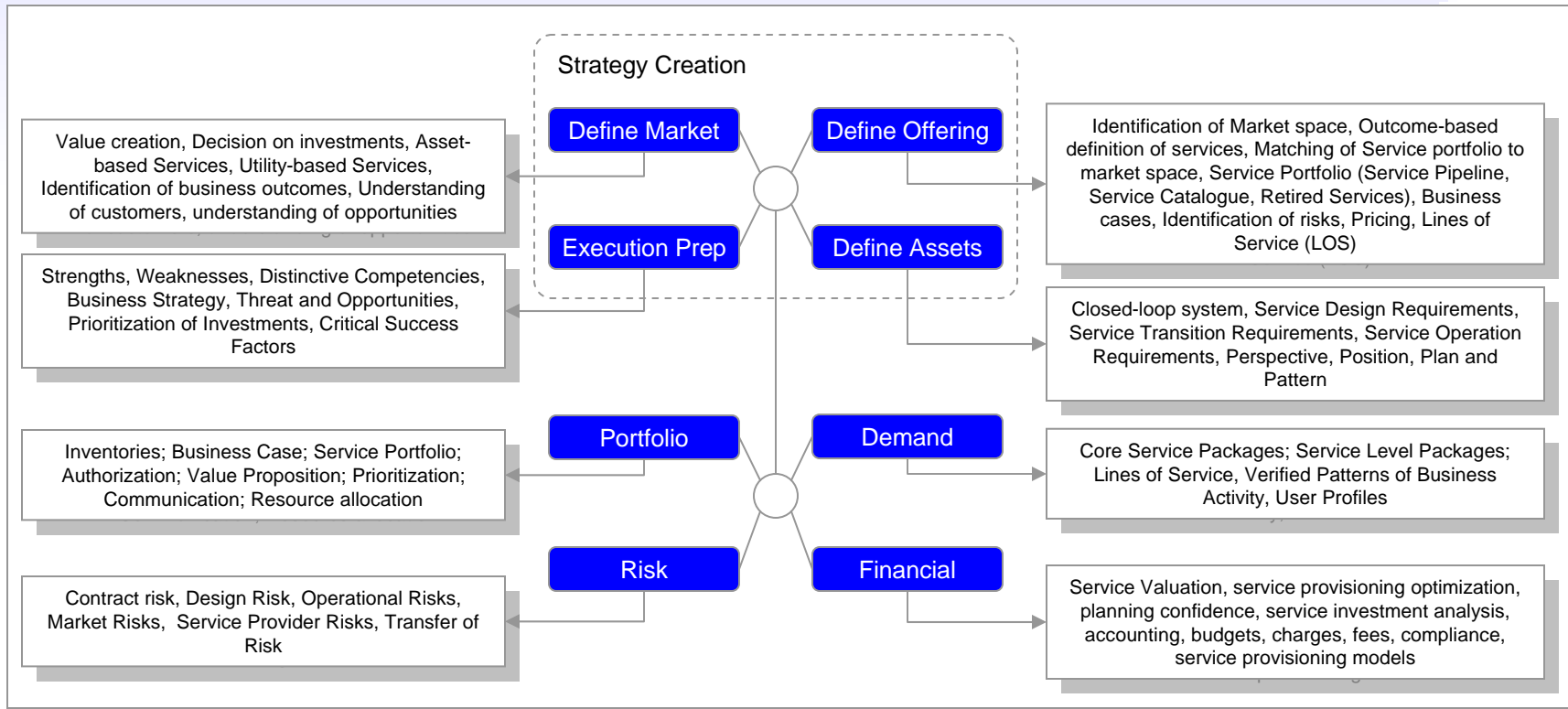
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Service Strategy

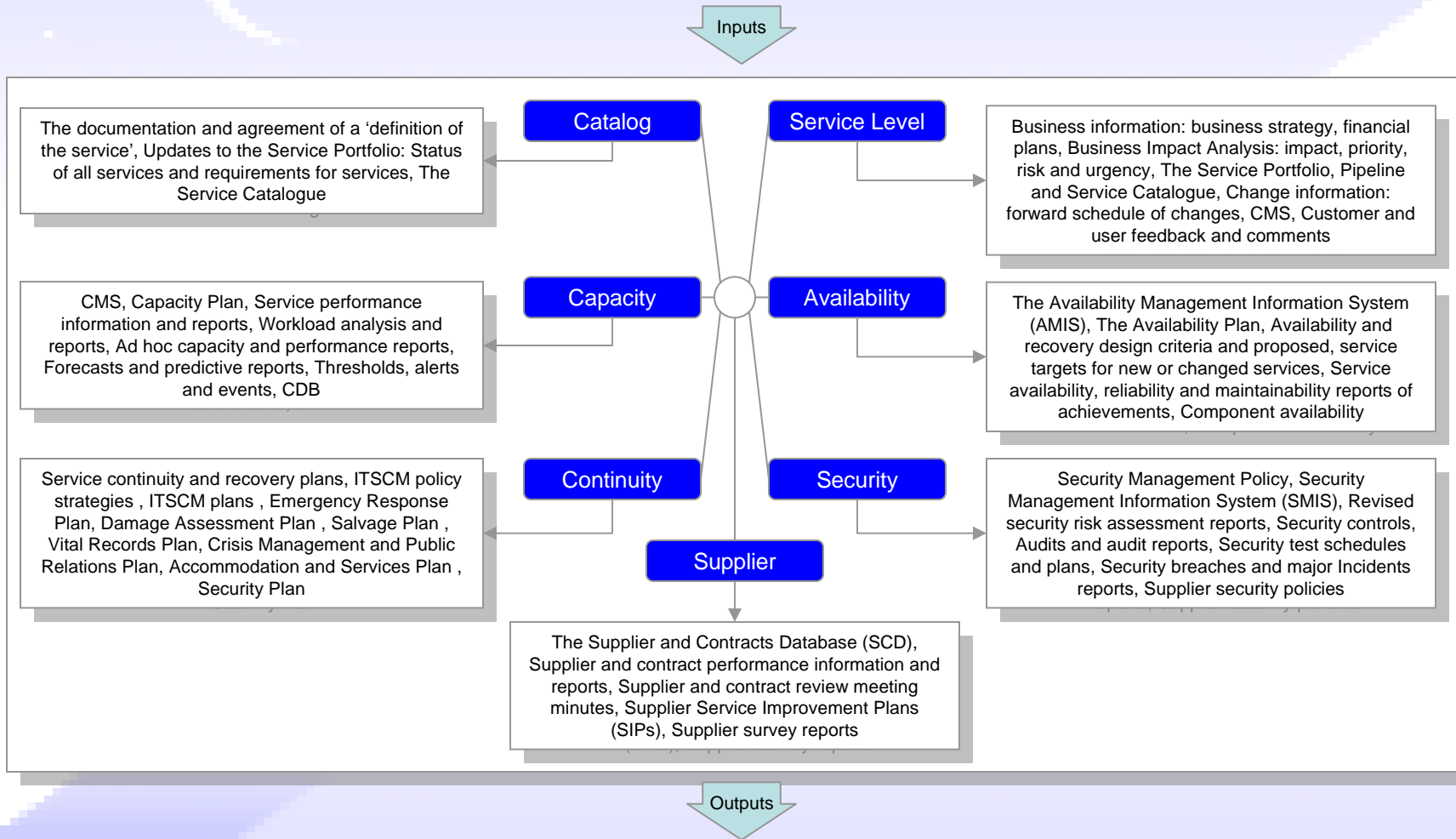
Money, Services, Strategies, Customers, Economy, Opportunities, Patterns of Business Activity, User behavior, Capabilities, Resources, Constraints, Conflicts, Customer assets, Customer Assets; Customer Outcomes / Wants / Needs



Perspective (Value), Position (Policies), Plans, Patterns of Action, Service Valuation (Provisioning Value); Demand Models; Service Portfolio; Service Provisioning Optimization (SPO); Operating and Capital Plans; Regulatory and Environmentally-rated Plans; Service Investment Analysis; Compliance; Variable Cost Dynamic

Service Design

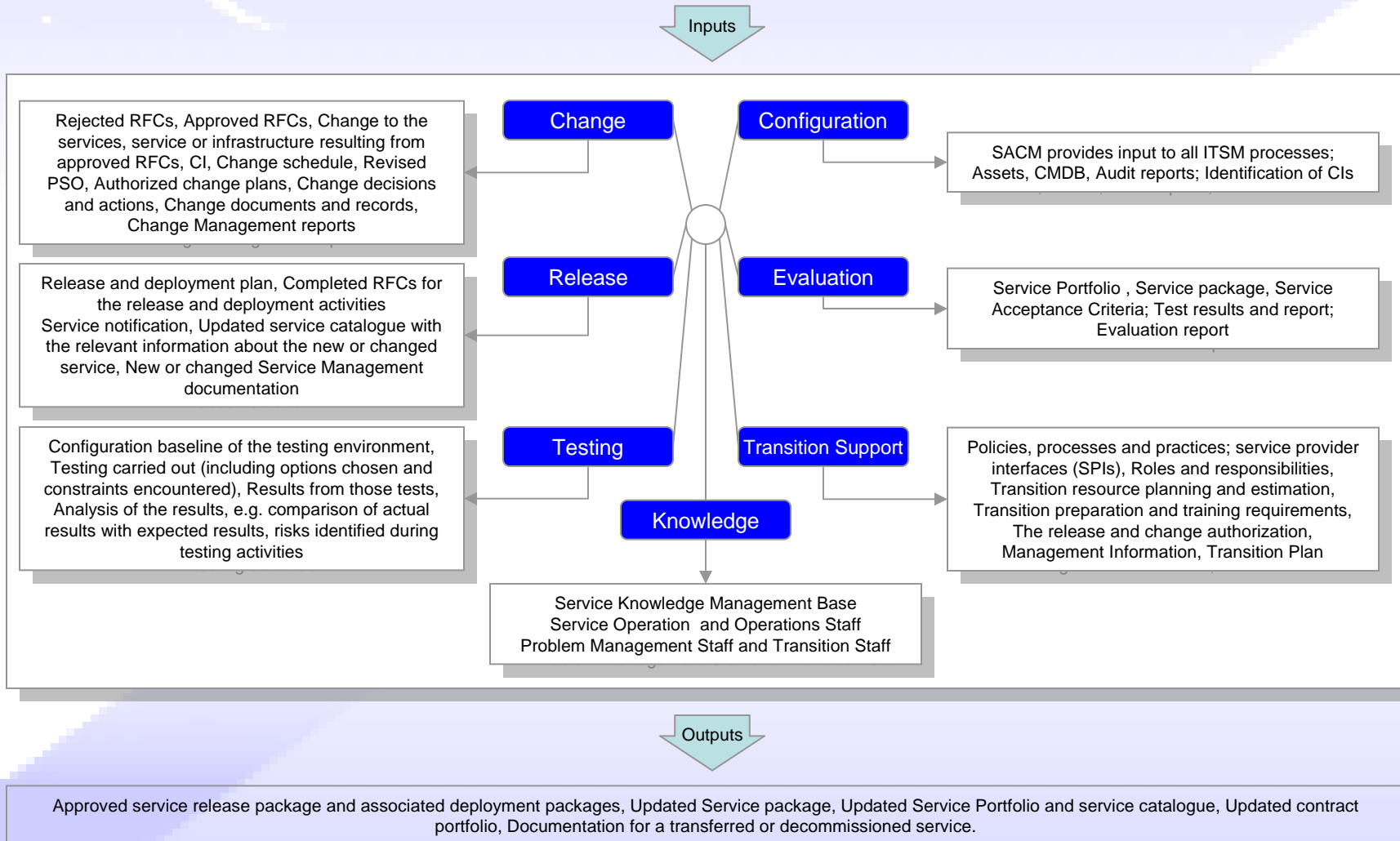
Service Strategy: Corporate visions, strategies, objectives, policies and plans, business visions, strategies, objectives and plans, including Business Continuity Plans (BCPs), Business information from the organization's business and IT strategy, plans and financial plans, Business Impact Analysis, changes to service requirements, Business requirements, Service Portfolio, CMS, Feedback from all other processes, Service Level Requirements, Business information: business strategy, financial plans, Business Impact Analysis: impact, priority, risk and urgency, The Service, Customer and user feedback and comments



Service Design Package: Requirements, Service Design. Organizational Readiness Assessment, Service Lifecycle Plan

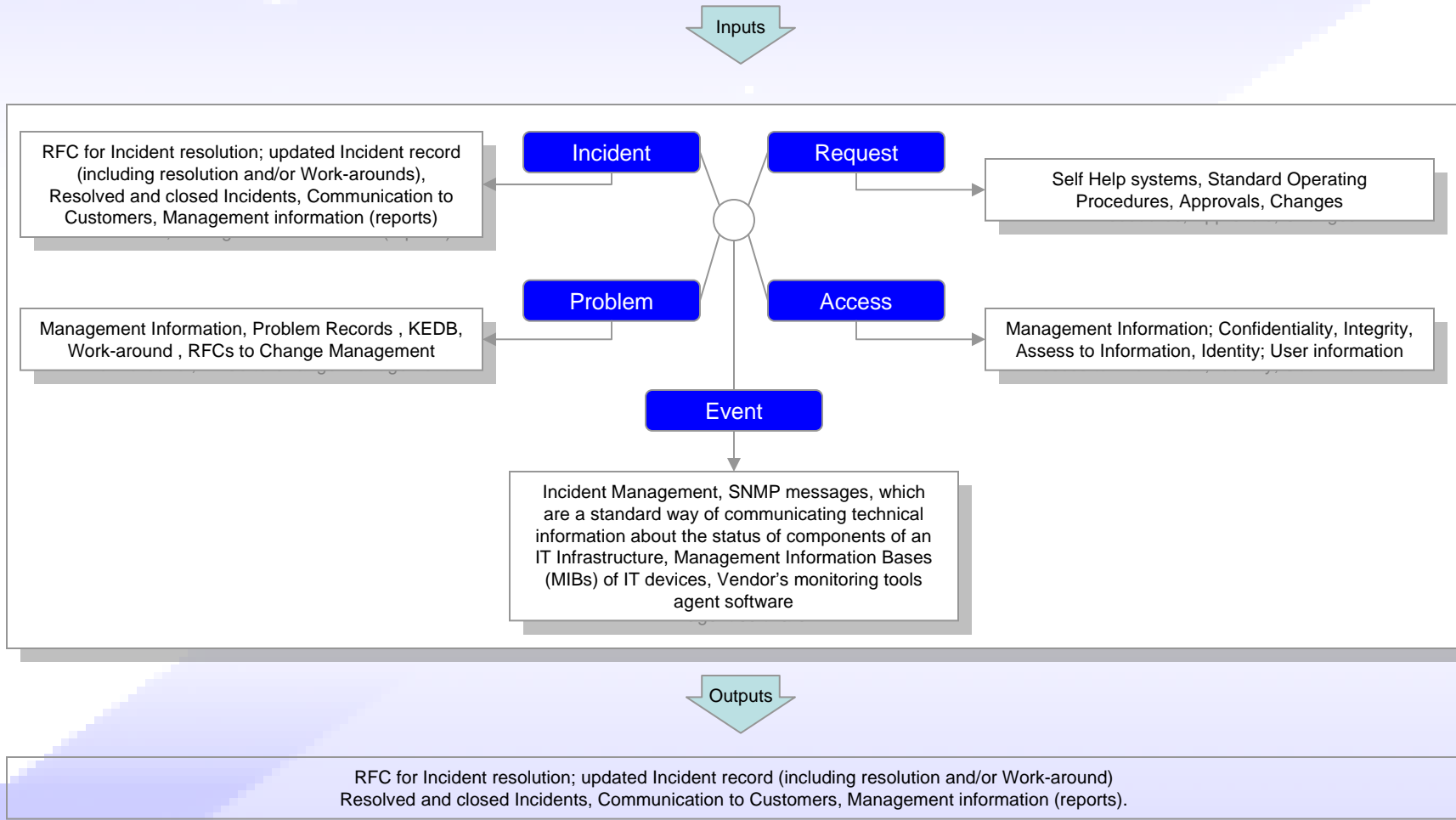
Service Transition

Service Design Package: Service definition; Service structure; Financial/economic/cost model, resources, escalation procedures and critical situation handling procedures, Design and interface specifications, Release design, Deployment plan, Acceptance Criteria, Policy and strategies for change and release; Request for Change; Change proposal, Plans – change, transition, release, deployment, test, evaluation and remediation, Current change schedule and PSO, CMDB, release package, baseline, Test results, test report, Change requests, purchase orders, acquisitions and service requests.



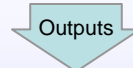
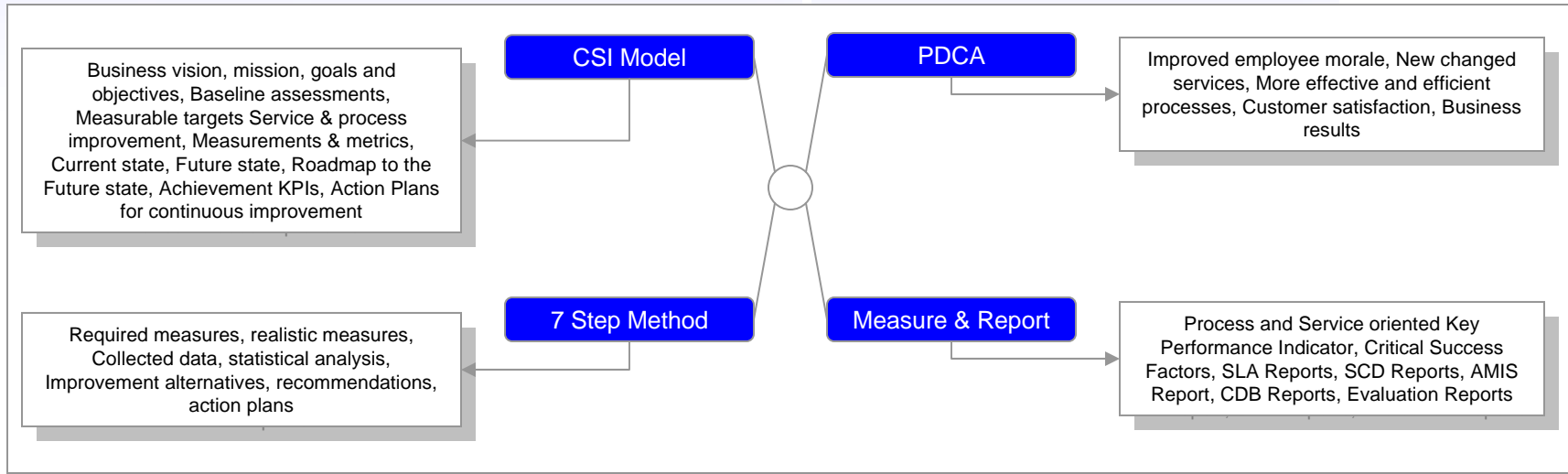
Service Operation

Networks or computer operations, CMDB, Response from Incident matching against Problems and Known Errors, Resolution details, Response on RFC to effect resolution for Incident(s), SKMS, SLA, OLA, UC, Service Catalogue, Design, Operational procedures, Incident details sourced from (for example) Service Desk, networks or computer operations, Configuration details from the Configuration Management Database (CMDB), Response from Incident matching against Problems and Known Errors, Resolution details, Service Desk, Incident Management



Continual Service Improvement

Business Requirements, SLAs, OLAs UCs , Incidents, CFIA, FTA, Management of Risk, AMIS, Application Sizing, Change Model, Change schedules , CMS, Security Policy, Cost Model, Service strategy plans, AM Plan, Configuration Plan, Problem reviews, Modelling, CMIS, PSO



Service Management process recommendations, Audits, Reports, Updated Availability and Capacity Plans, Monitoring procedures, Identified tools to use, Monitoring plan, Input on IT capability, Collection of data, Agreement on the integrity of the data, Improvements to Service Management, Services and Processes