



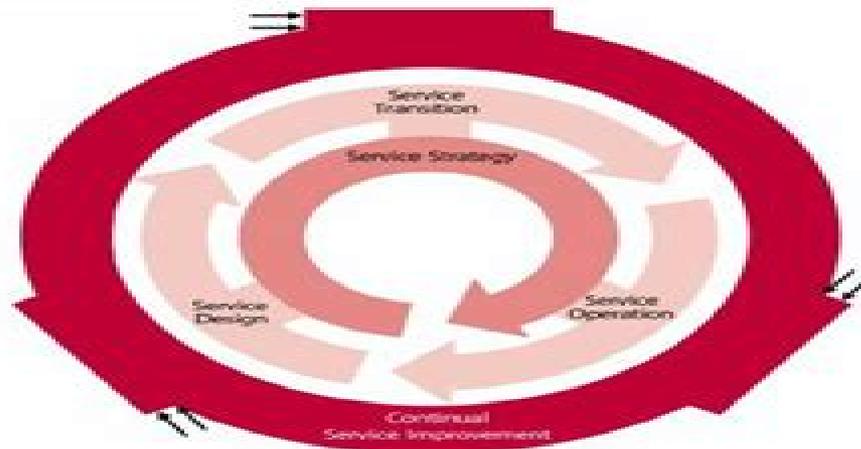
### 3 The ITIL Service Management Lifecycle – core of practice

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

**Peipei Pang**



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In a world used by screens and the ceaseless chatter of fast interaction, the melodic splendor and mental symphony developed by the published term usually disappear in to the back ground, eclipsed by the constant sound and distractions that permeate our lives. But, set within the pages of **Itil Osa Study Guide** a wonderful fictional prize overflowing with raw emotions, lies an immersive symphony waiting to be embraced. Crafted by a masterful musician of language, this charming masterpiece conducts visitors on a psychological trip, skillfully unraveling the hidden tunes and profound impact resonating within each cautiously constructed phrase. Within the depths of the poignant examination, we can explore the book is central harmonies, analyze its enthralling writing model, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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