ITIL® Poster Series #7
The Lifecycle Approach

Good **e-Learning**

This poster illustrates the stages and evolution of a service and shows how the activities map to the books.
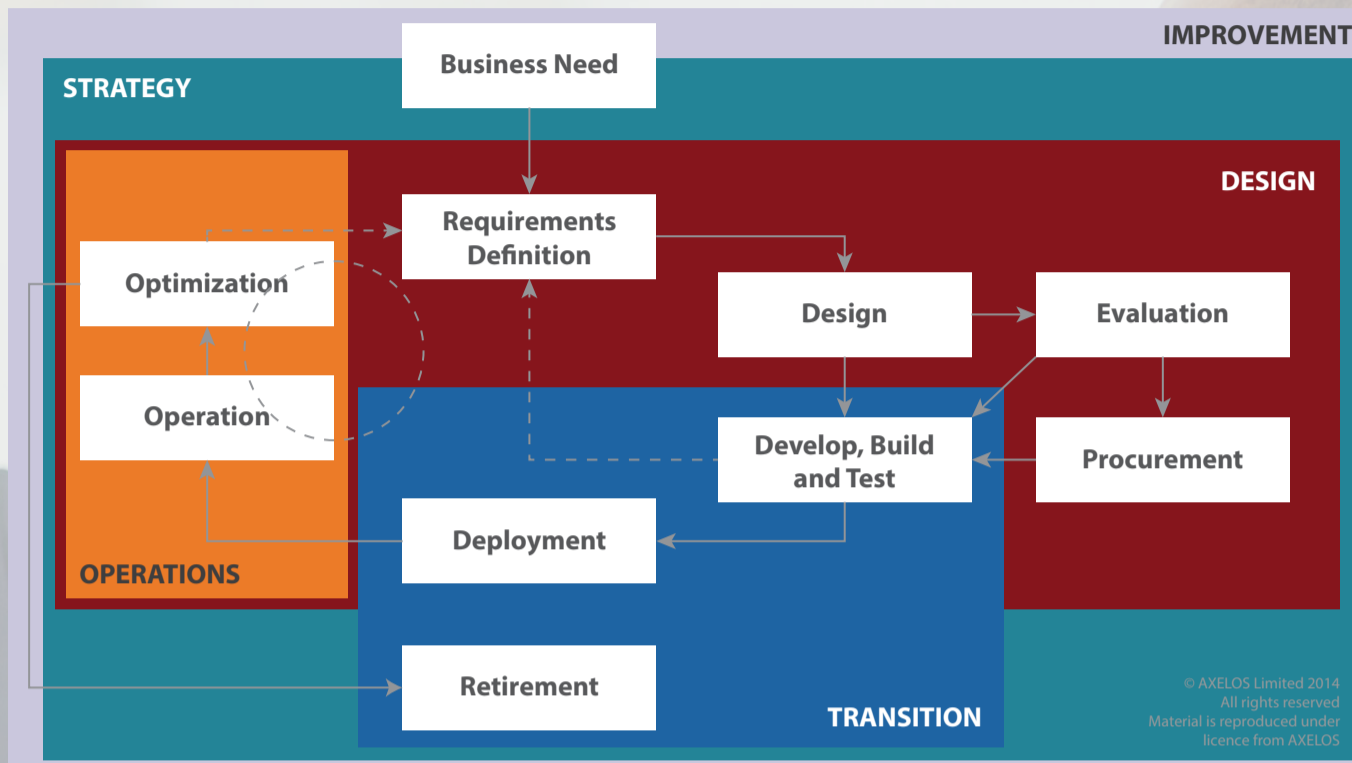
The Lifecycle Approach

The Business need is identified in **Strategy**.

The Requirements Definition, Design, Develop build and test, Evaluation and Procurement happen as part of **Design**.
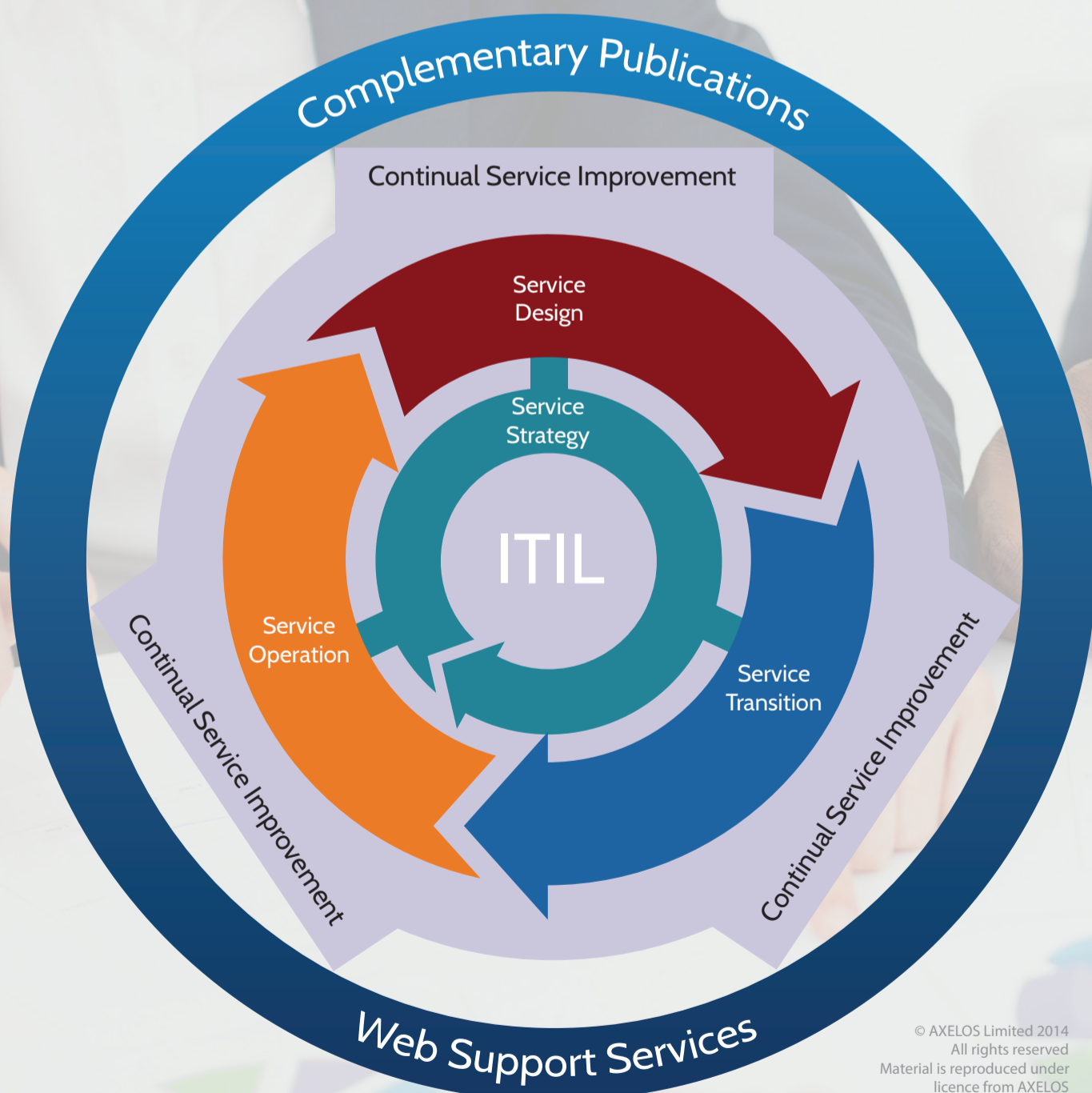
The Ongoing Develop build and test, and Deployment are dealt with in **Transition**.

Operations is concerned with Operation and Optimization, feeding back into Requirements. When Services are Retired from Operations, this is done through **Transition**.

Finally, **Improvement** covers every area.

IMPROVEMENT

STRATEGY

DESIGN

Business Need

Requirements Definition

Optimization

Design

Evaluation

Operation

Develop, Build and Test

Procurement

OPERATIONS

Deployment

Retirement

TRANSITION

Complementary Publications

Continual Service Improvement

Service Design

Service Strategy

ITIL

Service Operation

Service Transition

Continual Service Improvement

Continual Service Improvement

Web Support Services

Service Lifecycle

Service Strategy

Service Strategy (SS) is the axis around which the lifecycle rotates. It represents **policies** and **objectives**.

Service Design, Operation and Transition

Service Design (SD), Operation (SO) and Transition (ST) implement the strategy. They are progressive phases of the lifecycle that represent **change** and **transformation**.

Continual Service Improvement

Continual Service Improvement (CSI) helps place and prioritize improvement programmes and projects based on strategic objectives. CSI represents **learning** and **improvement**.

Good **e-Learning**

@goodelearning

/goodelearning

/company/good-e-learning

Free Resource Library
www.goodelearning.com