ITIL V3 Service Lifecycle
Key Inputs and Outputs
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ITIL V3 Service Lifecycle Inputs & Outputs

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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

Value creation, Decision on investments, Asset-based Services, Utility-based Services, Identification of business outcomes, Understanding of customers, understanding of opportunities

Strengths, Weaknesses, Distinctive Competencies, Business Strategy, Threat and Opportunities, Prioritization of Investments, Critical Success Factors

Inventories; Business Case; Service Portfolio; Authorization; Value Proposition; Prioritization; Communication; Resource allocation

Contract risk, Design Risk, Operational Risks, Market Risks, Service Provider Risks, Transfer of Risk

Identification of Market space, Outcome-based definition of services, Matching of Service portfolio to market space, Service Portfolio (Service Pipeline, Service Catalogue, Retired Services), Business cases, Identification of risks, Pricing, Lines of Service (LOS)

Closed-loop system, Service Design Requirements, Service Transition Requirements, Service Operation Requirements, Perspective, Position, Plan and Pattern

Core Service Packages; Service Level Packages; Lines of Service, Verified Patterns of Business Activity, User Profiles

Service Valuation, service provisioning optimization, planning confidence, service investment analysis, accounting, budgets, charges, fees, compliance, service provisioning models

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

The documentation and agreement of a ‘definition of the service’, Updates to the Service Portfolio: Status of all services and requirements for services, The Service Catalogue

CMS, Capacity Plan, Service performance information and reports, Workload analysis and reports, Ad hoc capacity and performance reports, Forecasts and predictive reports, Thresholds, alerts and events, CDB


The Availability Management Information System (AMIS), The Availability Plan, Availability and recovery design criteria and proposed, service targets for new or changed services, Service availability, reliability and maintainability reports of achievements, Component availability

Security Management Policy, Security Management Information System (SMIS), Revised security risk assessment reports, Security controls, Audits and audit reports, Security test schedules and plans, Security breaches and major Incidents reports, Supplier security policies

The Supplier and Contracts Database (SCD), Supplier and contract performance information and reports, Supplier and contract review meeting minutes, Supplier Service Improvement Plans (SIPs), Supplier survey reports

Business information: business strategy, financial plans, Business Impact Analysis: impact, priority, risk and urgency, The Service Portfolio, Pipeline and Service Catalogue, Change information: forward schedule of changes, CMS, Customer and user feedback and comments

The Supplier and Contracts Database (SCD), Supplier and contract performance information and reports, Supplier and contract review meeting minutes, Supplier Service Improvement Plans (SIPs), Supplier survey reports

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.

Rejected RFCs, Approved RFCs, Change to the services, service or infrastructure resulting from approved RFCs, CI, Change schedule, Revised PSO, Authorized change plans, Change decisions and actions, Change documents and records, Change Management reports

Release and deployment plan, Completed RFCs for the release and deployment activities Service notification, Updated service catalogue with the relevant information about the new or changed service, New or changed Service Management documentation

Configuration baseline of the testing environment, Testing carried out (including options chosen and constraints encountered), Results from those tests, Analysis of the results, e.g. comparison of actual results with expected results, risks identified during testing activities

SACM provides input to all ITSM processes; Assets, CMDB, Audit reports; Identification of CIs

Service Portfolio, Service package, Service Acceptance Criteria; Test results and report; Evaluation report

Policies, processes and practices; service provider interfaces (SPIs), Roles and responsibilities, Transition resource planning and estimation, Transition preparation and training requirements, The release and change authorization, Management Information, Transition Plan

Approved service release package and associated deployment packages, Updated Service package, Updated Service Portfolio and service catalogue, Updated contract portfolio, Documentation for a transferred or decommissioned service.
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.

RFC for Incident resolution; updated Incident record (including resolution and/or Work-arounds), Resolved and closed Incidents, Communication to Customers, Management information (reports).

Management Information, Problem Records, KEDB, Work-around, RFCs to Change Management.

Management Information; Confidentiality, Integrity, Assess to Information, Identity; User information.

Incident Management, SNMP messages, which are a standard way of communicating technical information about the status of components of an IT Infrastructure, Management Information Bases (MIBs) of IT devices, Vendor’s monitoring tools agent software.

RFC for Incident resolution; updated Incident record (including resolution and/or Work-around) Resolved and closed Incidents, Communication to Customers, Management information (reports).
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

Inputs

CSI Model

PDCA

Measure & Report

Improved employee morale, New changed services, More effective and efficient processes, Customer satisfaction, Business results

7 Step Method

Outputs

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