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The objective of ITIL Service Design (edition 2011v3) is to design new IT services. The scope of the Service Design lifecycle stage includes the design of new services, as well as changes and improvements to existing ones. As per ITIL 2011, the following main processes are part of the ITIL stage Service Design:

ITIL Service Design

In ITIL 2011 the process interfaces of all Service Design processes have been adapted following the introduction of the new Design Coordination process.

ITIL 2011 | IT Process Wiki

ITIL Service Design ITIL Service Transition ITIL Service Operation ITIL Continual Service Improvement. An overview of the qualifications scheme is also included. The guidance contained within this pocket guide is neither definitive nor prescriptive, but is based on ITIL best practice. The guidance in the ITIL publications is applicable generically and is of benefit to all IT organizations ...

An Introductory Overview of ITIL 2011 - TSO Shop

Introduction to the ITIL Service Lifecycle 'Introduction to the ITIL Service Lifecycle' introduces IT service management and ITIL. It summarises the best practices described in the 2011 editions' core guidance, explaining the basic concepts of ITIL and providing information on each stage of the service lifecycle.

Service Management - ITIL® 2011 Edition Publications

ITIL® 2011 Service Design is also available as part of the ITIL® Lifecycle Publication Suite, a more cost-effective way of buying all five core ITIL® 2011 Manuals. You can also buy ITIL® 2011 Service Design as an online subscription or as a multiuser licence.

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ITIL Service Design 2011 Edition: Cabinet Office ...

The Introduction to the ITIL Service Lifecycle explains the main ideas behind the new 2011 version of ITIL and runs through each of the five stages of the service lifecycle, covering lifecycle stages, governance and decision-making, the principles behind design and deployment, and operation and optimisation, demonstrating why the service lifecycle approach is best practice in today's ITSM.

The Introduction to the ITIL Service Lifecycle - 2011 Edition

ITIL Service Operation is part of the most widely recognized framework for IT service management in the world, used by thousands of organizations - small and large - from both public and private sectors.. Other publications within the ITIL lifecycle suite include: ITIL Service Strategy, ITIL Service Design, ITIL Service Transition and ITIL Continual Service Improvement.

ITIL® Service Operation - PDF

The ITIL® 2011 edition is available in English printing since the end of July 2011. A German translation is available since April 2013. The changes in detail Service Strategy . Main issue of the update was an increased comprehensibility of this ITIL® discipline. New processes have been added: Strategy Management for IT Services (Development and maintenance of the IT Service Strategy ...

Excerpt - Process documentation of Service Design ...

The Service Design (SD) module is one of the certifications within the ITIL® Service Lifecycle work stream. It focuses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.

ITIL - Service Design | ITIL Qualifications | AXELOS

The ITIL 2011 Editions are designed to resolve any errors or inconsistencies in the content, and improve the publications by addressing certain issues (such as in the Change Control Log). Download the ITIL (2011) Lifecycle Publication Suite (PDF) today >> Download the ITIL (2011) Service Strategy (PDF) today >>