Service Design

The Service Design process map provides guidance for designing and developing of services and service management processes, and service design principles and methods for converting strategic objectives into portfolios of services and service assets.

Organizations should guide provided in Service Design to first review which elements of these processes they have in place, before trying to change and improve design capabilities for service management.

Service Transition

The Service Transition process map shows the processes associated with developing and improving capabilities for the transition of new and changed services to production. It details how the requirements of Service Strategy execution Service Design are realized in Service Operation while containing the risks of failure.

Organizations focus on managing the complexity related to transitioning new and changed services to production by studying the guidance provided in this ITIL phase.

Service Operation

The Service Operation process map shows the processes associated with day-to-day support activities required to maintain and manage services at agreed levels to end users. It provides guidance on ways to maintain stability in service operations, to enable the business to meet its objectives, and to define the key indicators associated with the quality of services.

Organizations must take a close look at Service Operation, as this is the phase where strategic objectives are effectively realized when processes are in place.