



## Service Lifecycle Management in ITILv3

### Introduction

ITIL is often introduced in an organization as the key to successful service management. Processes are elaborated once and expected to last forever.

However, as business strategies change, IT service strategies need to be kept aligned. This implies that it is common practice that services and its corresponding processes are continuously changing. Dealing with these changes requires a structured approach.

This idea is reflected in the ITILv3 concept of service lifecycle management; indicating services not only need to be introduced, but also need continuous improvement.

### The Service Lifecycle Approach

Introducing ITIL into an organization implies elaborating the processes needed for structured service management in consideration with all necessary parties. Current approaches are typically limited to the initial design and implementation of service support and service delivery processes. However introducing ITIL is only a start; the processes need to be kept aligned with the organization "forever".

The best practices proposed by ITILv3 provide a framework for dealing with the changes IT processes must go through for achieving this alignment. In practice this results in an approach wherein each defined service goes through a service lifecycle: planning, design, build, test, release, operation and improvement of the service.

In ITILv3 terms this results in the following 5 pillars for service lifecycle management:

- *Service Strategy* emphasizes on keeping every stage of the lifecycle focused on the business case;
- *Service Design* provides guidance on the production and maintenance of IT policies and architectures;
- *Service Transition* focuses on the broader change management role by managing organizational and cultural changes;
- *Service Operation* deals with improved versions of the service support and delivery process activities defined in ITILv2;
- *Continual Service Improvement* focuses on business and technical drivers for service improvements.

The identification and elaboration of these pillars is a result of a two year collaboration involving multiple experts in the field. The release of the full ITILv3 standard is expected in June 2007.

### Conclusion

ITILv3 introduces a promising approach for better alignment of changing business and IT processes by adding the concepts of a service lifecycle and continuous improvement to service management.

### References

Official ITIL homepage - <http://www.itil.co.uk/>