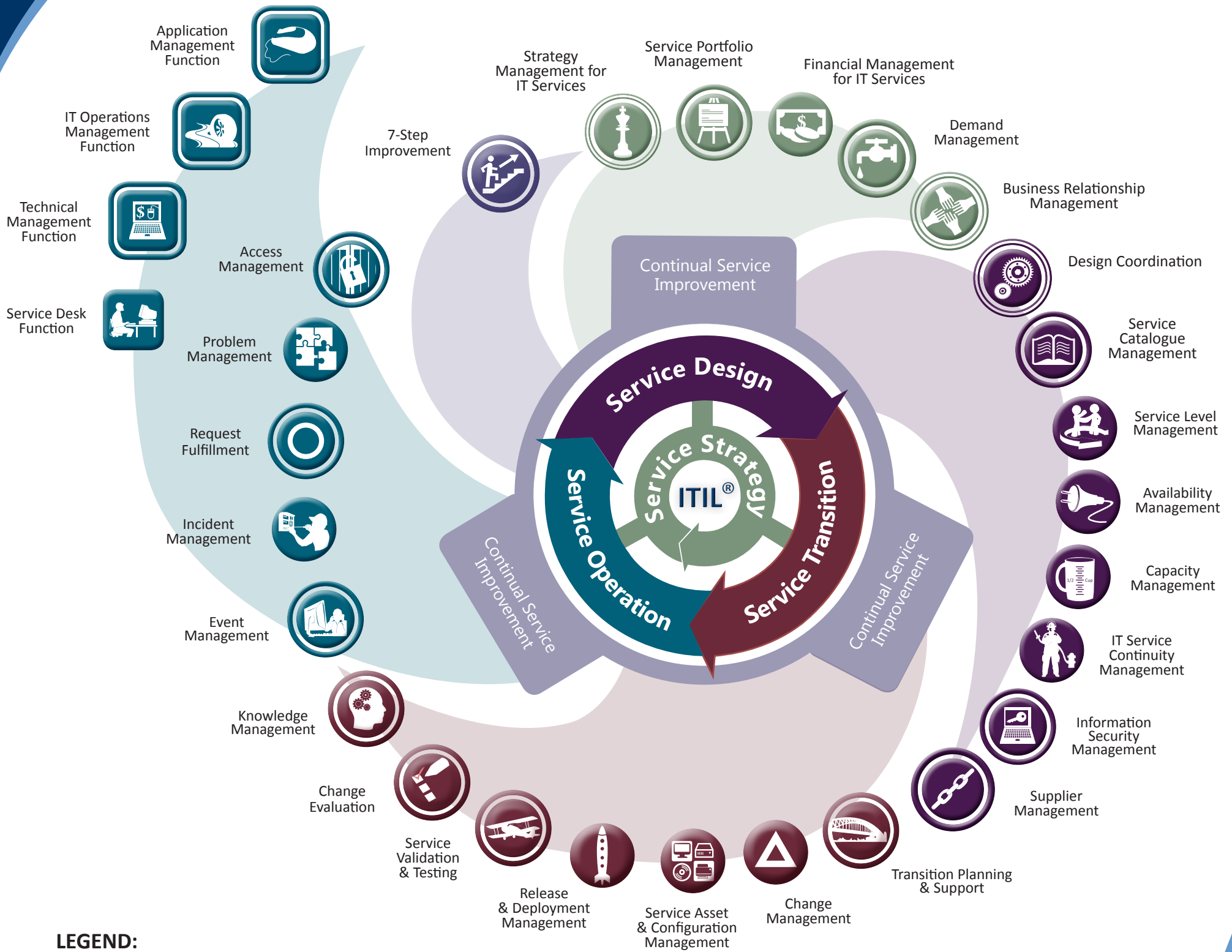


# ITIL® 2011 EDITION SERVICE LIFECYCLE



## LEGEND:

-  **Process New to ITIL® 2011 Edition**
-  **Process New to ITIL® V3**
-  **Process From ITIL® V2**
-  **Function From ITIL® V2**
-  **Function New to ITIL® V3**

**Service Strategy**  
Ensuring services meet business needs

**Service Design**  
Designing the services

**Service Transition**  
Moving services into production

**Service Operation**  
Ongoing management of services

**Continual Service Improvement**  
Ongoing improvement of services

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