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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 ...

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'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
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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
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