

The Lifecycle Approach

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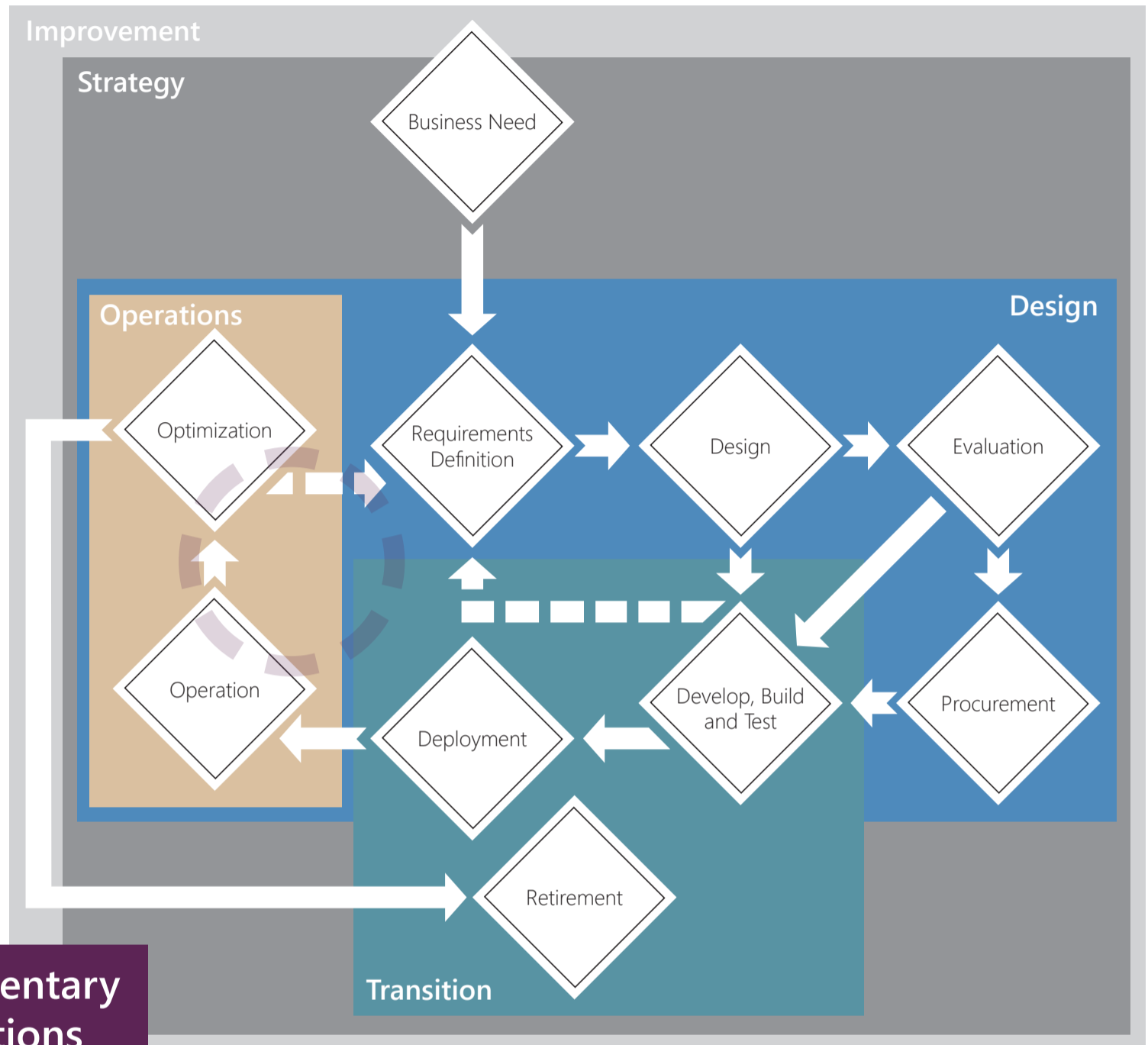
The Business need is identified in Strategy.

The Requirements Definition, Design, Develop build and test, Evaluation and Procurement happen as part of Design.

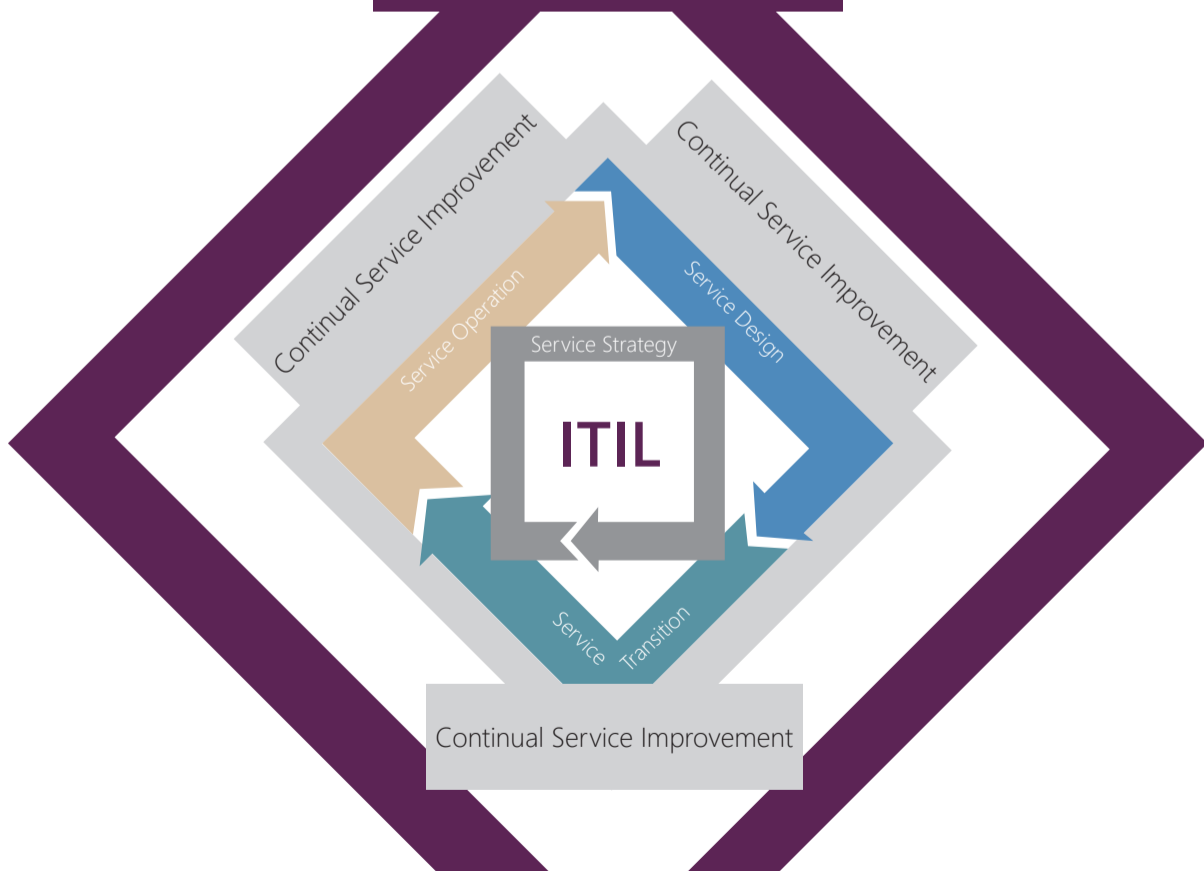
The Ongoing Develop build and test, and Deployment are dealt with in Transition.

Operations is concerned with Operation and Optimization, feeding back into Requirements. When Services are Retired from Operations, this is done through Transition.

Finally, Improvement covers every area.



Complementary Publications



Web Support Services

Service Lifecycle

Service Strategy

Service Strategy (SS) is the axis around which the lifecycle rotates. It represents policies and objectives.

Service Design, Operation and Transition

Service Design (SD), Operation (SO) and Transition (ST) implement the strategy. They are progressive phases of the lifecycle that represent change and transformation.

Continual Service Improvement

Continual Service Improvement (CSI) helps place and prioritize improvement programmes and projects based on strategic objectives. CSI represents learning and improvement.