ITIL Service Transition (Best Management Practices)

Stuart Rance

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By focusing on delivery and control process activities, ITIL Service Operation describes how a highly desirable steady state of managing services can be achieved on a day-to-day basis. Key Features The updated ITIL publications share a similar standard structure (including generic content in Chapters 1, 2 and 6) to improve consistency and aid navigation. Some content has been reorganized to improve flow and readability, and ensure alignment across the suite including clarification around interfaces, and inputs and outputs across the service lifecycle.Terminology has been clarified and made consistent across the publications and the ITIL glossary.Summary of Updates from the Author The structure, content and relationships of the configuration management system (CMS) and service knowledge management system (SKMS) have been clarified to help the reader to understand these key concepts There is new content explaining how a change proposal should be used. The evaluation process has been renamed change evaluation and the purpose and scope have been modified to help clarify when and how this process should be used. The service asset and configuration management process has additional content relating to asset management, and there are improvements in the flow and integration of a number of processes, including change management, release and deployment management, and change evaluation.

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