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ITIL® 2011 Edition – the intent: an update, not new version; no significant core processes, principles change, as focus is on clarity The Intent • Update the publications to be easier to understand and relate more clearly to one another •

Fix errors and inconsistencies in text and diagram content, presentation ITIL® Service Design (German Translation) | **AXELOS Store** In ITIL 2011 the process interfaces of all Service Design processes have been adapted following the introduction of the new **Design Coordination** process. Design Coordination. Design Coordination has been added as a new process, in line with the latest ITIL 2011 guidance. Design Coordination is now responsible for coordinating

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the design activities carried

out by other Service Design

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practitioners and business leaders wanting to move their IT strategy forward. This step-by-step approach to planning focuses on quality and efficiency, leading to robust IT services that will stand the test of time.

Excerpt - Process documentation of Service Design ...

Terminology has been clarified and made consistent across the publications and the ITIL glossary. Summary of Updates from the Author Throughout the updated ITIL Service Design publication, there has been particular focus on alignment with ITIL Service Strategy.

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Overview: Introduction to the ITIL® Framework. identify the five ITIL® Service Life Cycle stages recognize the characteristics of the functions and processes across the Service Life Cycle recognize the purpose of the Service Strategy stage identify the key processes in the Service Strategy stage