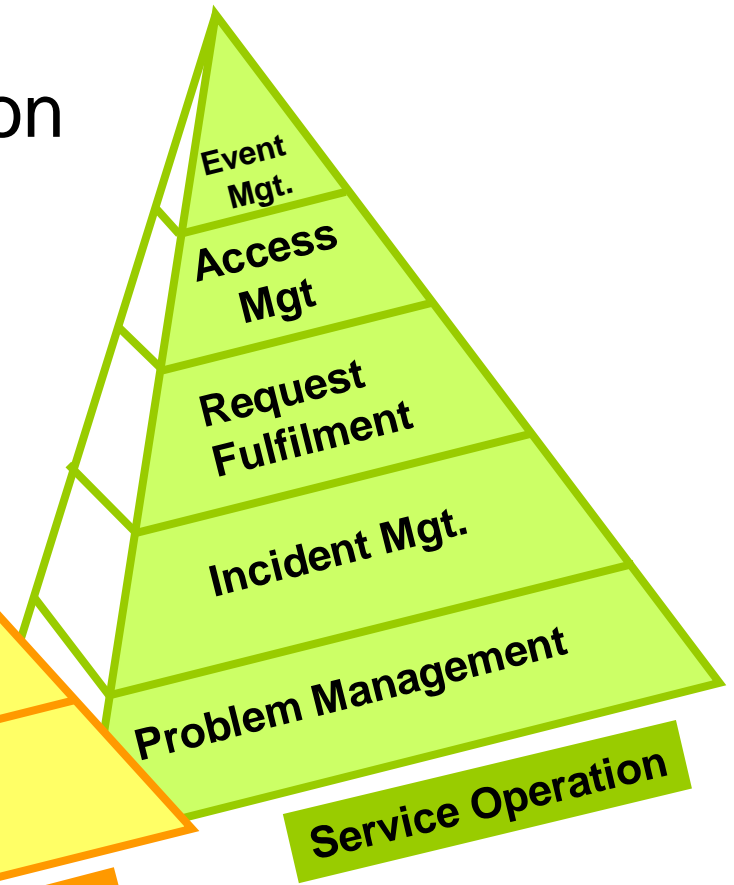
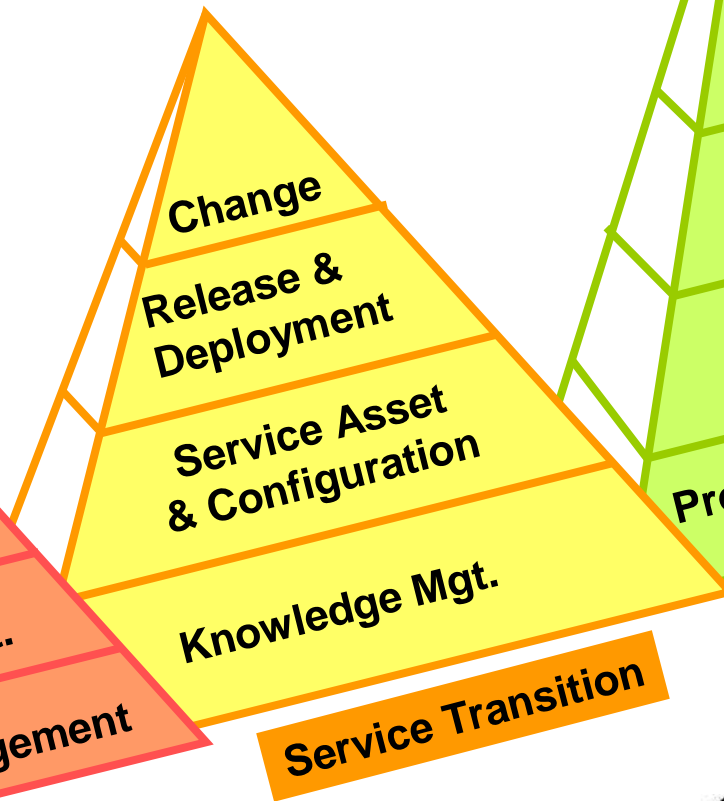
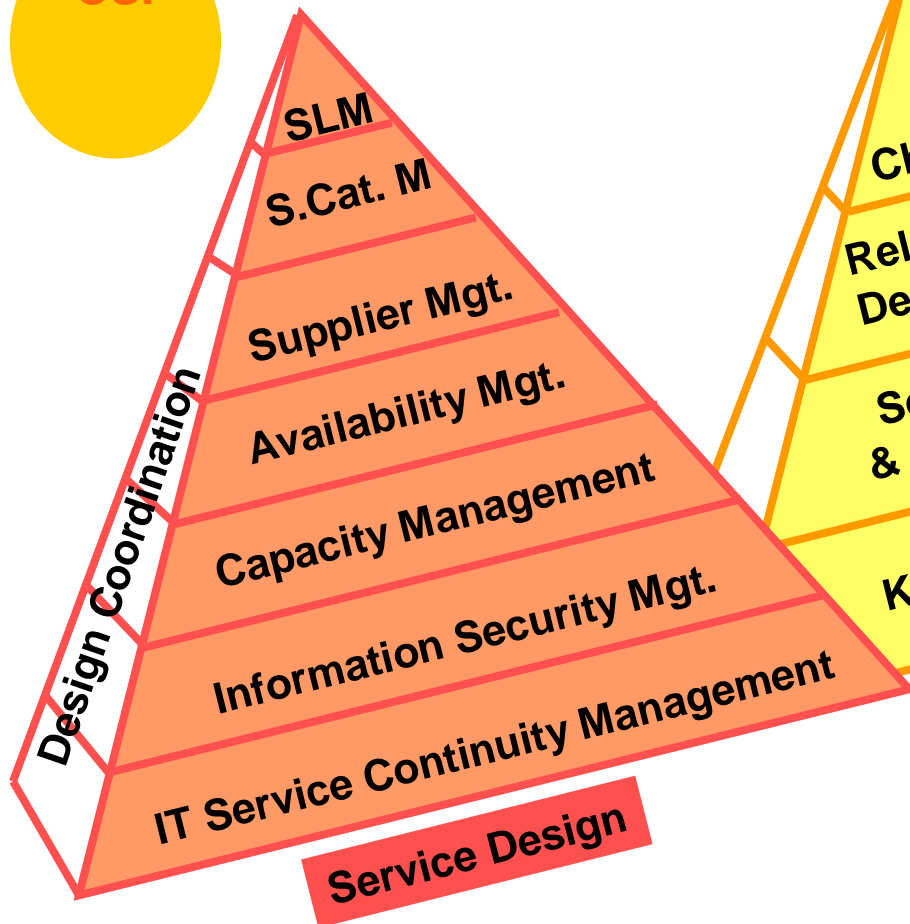


3 Pyramids of ITIL 2011 Edition



Service Strategy

Business Relationship Mgt.
Portfolio Management
Finance Management



Explanation

- The diagram represents ITIL 2011 Edition as the 3 Pyramids and Sphinx at Giza in Egypt
 - The Pyramids were wonders of the ancient world
 - ITIL 2011 Edition is a wonder of the modern world
 - Like the pyramids and sphinx, we expect ITIL will still be with us in 4500 years time; after all it has been here for 23 years already!
- The Sphinx has the head of the Pharaoh (the senior business manager), who ruled the country (who guides the Service Strategy).
- The 3 pyramids represent 3 phases of the Service Lifecycle:
 - Service Design
 - Service Transition
 - Service Operation
 - Each layer of blocks (an ITIL process) supports the layer of blocks (the ITIL process) above. The Design Coordination process works with all processes in Service Design and also coordinates the 5 aspects of Service Design.
- Continual Service Improvement (CSI) is the sun (the god Ra in ancient Egypt), it makes everything “grow” (improve).

NB: Only the 20 processes covered in the ITIL 2011 Foundation Exam are included here.
ITIL 2011 Edition has 26 processes.