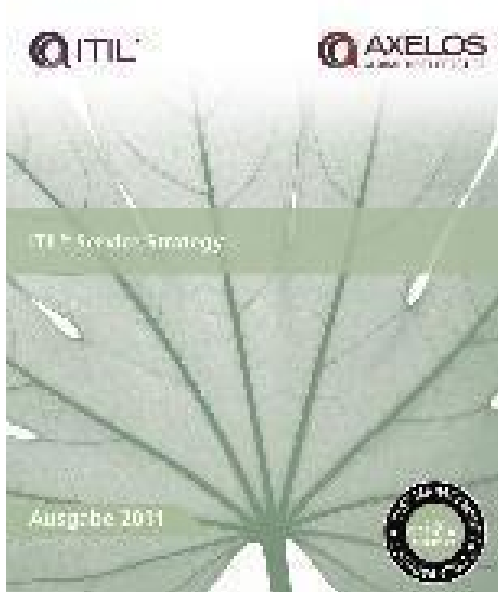


# ITIL service strategy

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This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits managers at other levels, by explaining the logic of senior management decisions.



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