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4 itil service design throughout the updated itil service design publication there has been particular focus on alignment with itil service strategy a number of concepts and principles have been clarified most significantly the flow and management of activity throughout the overall service design stage with the addition of the design

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itil 4 is the updated version of itil 2011 there seem to be a lot of changes but there are also a few components of itil 2011 that remain unchanged in the

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itil guidance is structured in five lifecycle phases each phase is described in one of the core itil publications and is presented in each key chapter of this guide as follows chapter 4 outlines service strategy the achievement of strategic goals or objectives requires the use of strategic assets

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