

9. Data Operations

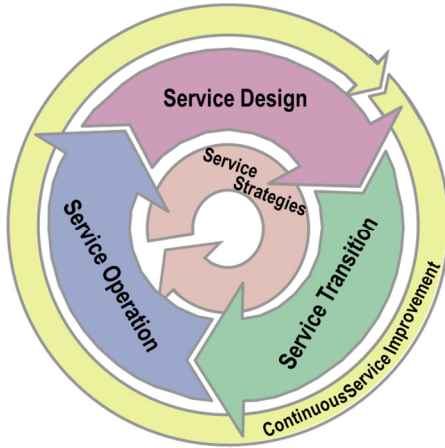


Figure 70: The ITIL service lifecycle

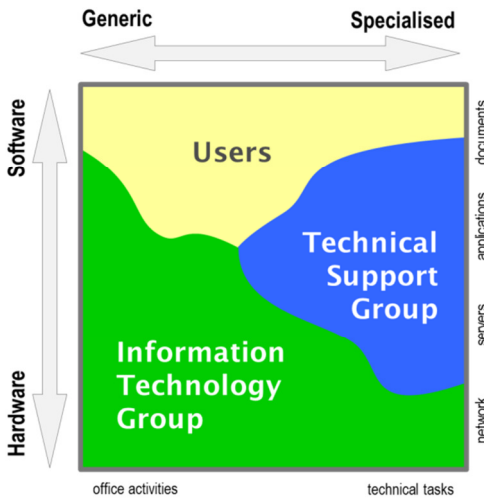


Figure 71: Responsibility is often divided between groups