Think about the work which you have done in the session around Service Value Systems and the content within it. Feel free to refer back to the slide deck to support you if required.

Part of this area of ITIL is around the 7 Guiding Principles to help ensure a Service Value System is implemented and provided to customers (internal and external as required). Complete the following task by thinking about the 7-step Improvement Model from this section.

**Task One**

Complete the following parts of this task.

Identify a Process within your environment, that you feel could be improved. Following the 7 step improvement model from Continual Service Improvement (CSI), and taking into account the Guiding principles

**What is this process called, include a brief explanation of the process too.**

|  |
| --- |
|  |

**How could this process be improved and why?**

|  |
| --- |
|  |

**After identifying the improvements which could be made to your chosen process, explain the stages of the 7-step Improvement Model and how these support development towards that improvement.**

|  |  |  |
| --- | --- | --- |
|  | Application of Guiding Principles | Suggested Improvement |
| **What is the vision?** |  |  |
| **Where are we now?** |  |  |
| **Where do we want to be?** |  |  |
| **How do we get there?** |  |  |
| **Take Action**  **What actions?** |  |  |
| **Did we get there?**  **How will we know/ Success Criteria** |  |  |