# 7-Step Improvement Process

Assoziationen: [Continual Service Improvement (CSI)](#)

**Definition:**
7-Step Improvement Process beschreibt einen generischen Ansatz für kontinuierliche Verbesserung, der in vielen Situationen anwendbar ist.
Die 7 Schritte sind:

- Definieren, was Sie messen sollten
- Definieren, was Sie messen können
- Daten sammeln
- Daten verarbeiten
- Informationen und Daten analysieren
- Informationen präsentieren und nutzen
- Verbesserungsplanung umsetzen

- **Define What You Should Measure:** Identify the critical success factors (CSFs) and key performance indicators (KPIs) that are most important to the business and IT services.
- **Define What You Can Measure:** Determine what data is available and can be measured within the current environment.
- **Gather the Data:** Collect the data identified in the previous steps. This may involve setting up monitoring tools and data collection processes.
- **Process the Data:** Analyze the collected data to identify trends, patterns, and areas for improvement.
- **Analyze the Information and Data:** Use the processed data to gain insights and identify areas where improvements can be made.
- **Present and Use the Information:** Communicate the findings to stakeholders and use the information to make decisions and plan improvements.
- **Implement Improvement Planning:** Develop and implement a plan to make the identified improvements. This may involve changes to processes, technologies, or services.