

CSI Model

- It is helpful to have a overview of the CSI process and how to implement it
- CSI Model is a simple set of guiding questions used to organize and perpetuate an improvement program
- Closely mirrors the ITIL 7-Step Improvement Process



CSI Model

What is the vision?

Where are we now?

Where do we want to be?

How do we get there?

Did we get there?

How do we keep the momentum?

Understand the business' vision, goals, and objectives

Be honest about your organization, people, processes, & technology

Create achievable steps to meet the agreed-upon goals and time tables

Develop a plan that is realistic and achievable

Verify process compliance, analyze the metrics, and create another baseline

Find the next project or initiative to snowball your current momentum



