



Seven-Step Improvement Process

ITILv3 Foundations

<http://www.jasondion.com>

7 Steps to Service Improvement

1. Define the vision/strategy
2. Define what is to be measured
3. Gather the relevant data
4. Process the data for analysis
 - Data becomes information
5. Analyze the data for trends
 - Information becomes knowledge
6. Leaders assess knowledge and produce service improvement plans
7. Implement the agreed-upon changes

