

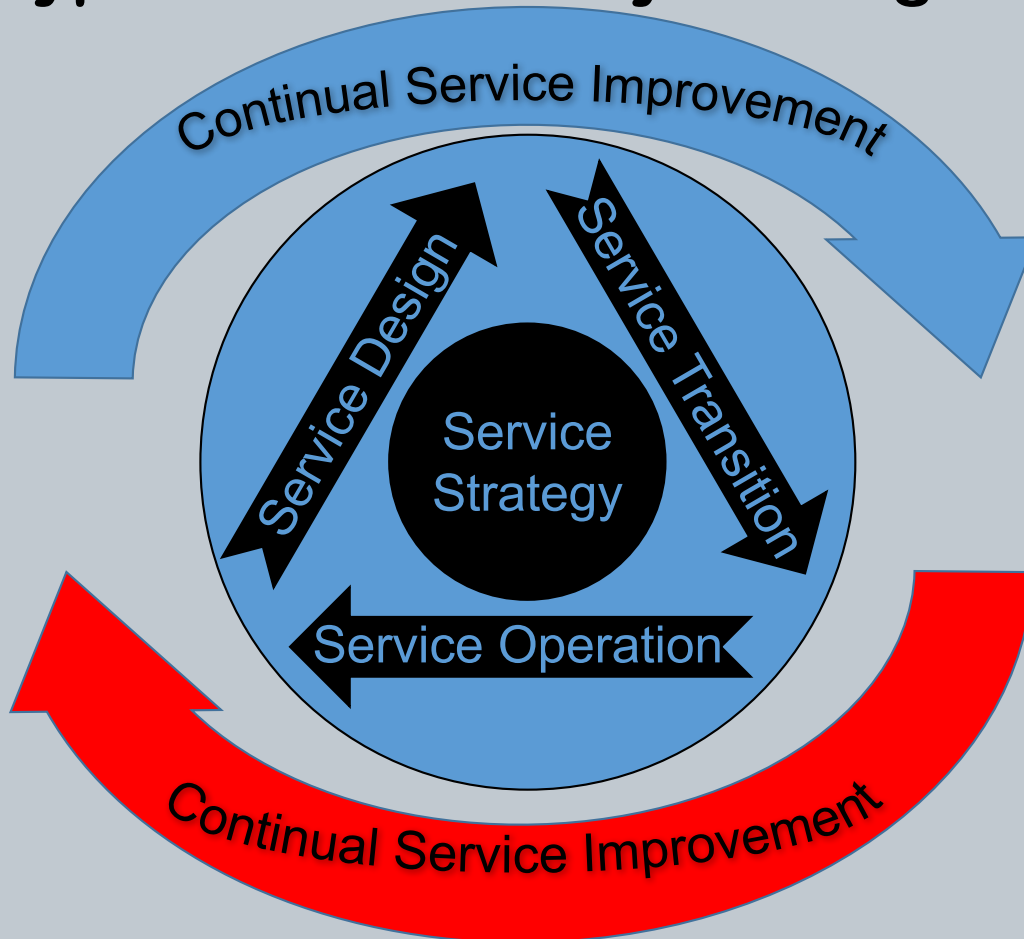


Continual Service Improvement

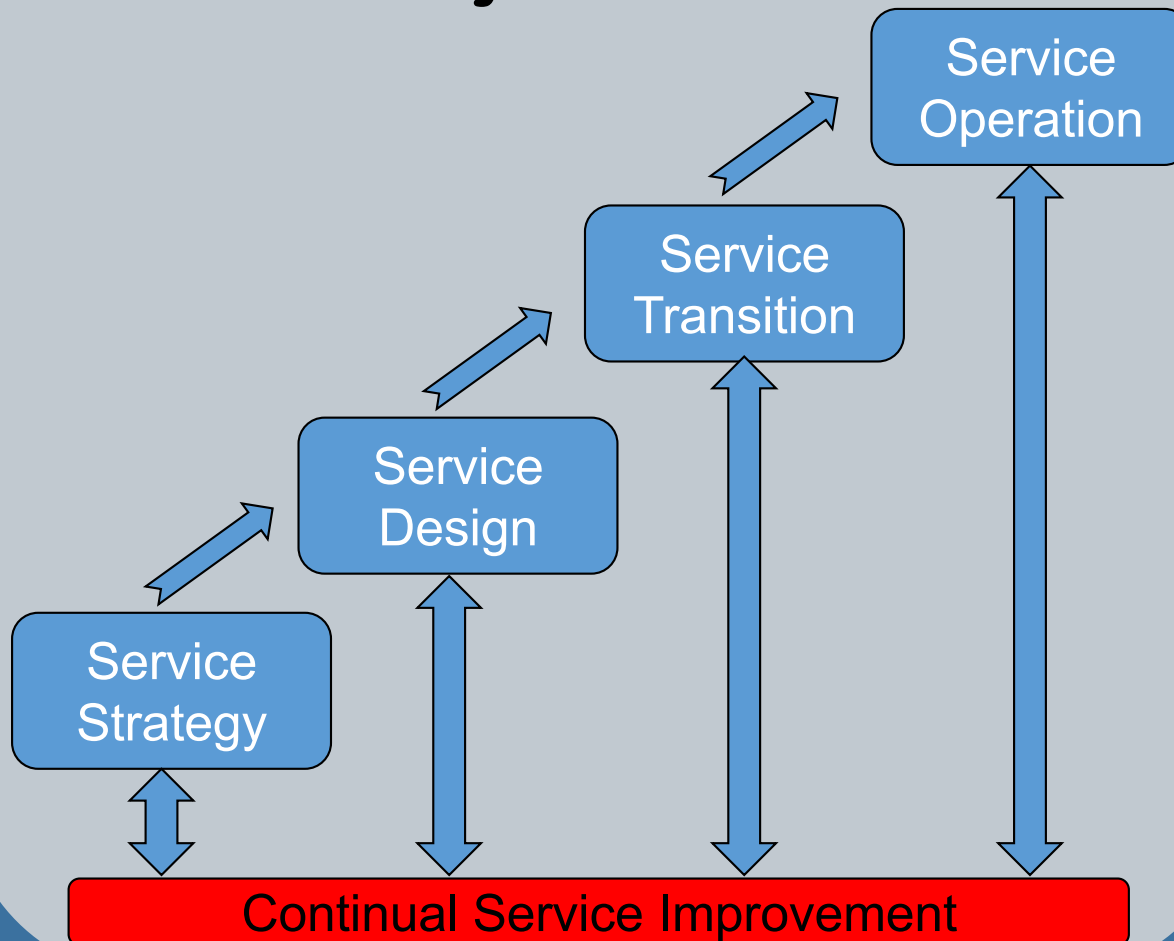
ITILv3 Foundations

<http://www.jasondion.com>

Typical ITILv3 Lifecycle Diagram



ITILv3 Lifecycle With Feedback



Continual Service Improvement

- Alignment and realignment of services, processes, functions, etc. to changing business needs
- Occurs during all stages
- Most useful starting in Service Operation
- Identifies processes and functions that need to be strengthened to increase efficiency



Efficiency is Key!

- Main effort in Continual Service Improvement is increasing efficiency
 - Are you tracking customer issues?
 - What issues keep occurring?
 - Which processes are failing?
 - Which service agreements aren't working?



Business Value in CSI

- Ensures services, processes, and other aspects of Service Management are aligned with business objectives
- Ensures that services meet agreed upon performance levels
- Ensures that efficiency (cost) of service delivery is always improving
- Ensures that all aspects of Service Management are undergoing constant reviews



Key Takeaways

- Captures relevant information to inform appropriate fix actions
- Interprocess links are verified as functional, effective, & efficient
- Continual Service Improvement can occur at all stages, and even on itself!
- Service Operations data is critical to feed into the Continual Service Improvement process (metrics, ...)



Service Improvement Plan (SIP)

- Primary output of the periodic service reviews conducted as part of the CSI process
- Maps specific improvement objectives for an identified time period between one service review and the next service review

