SEVEN STEP IMPROVEMENT PROCESS

ITIL Lifecycle Poster – Continual Service Improvement - Process Summary

NISSEN-ITSM

PURPOSE

To define and manage the steps needed to identify, define, gather, process, analyse, present and implement improvements.

TRIGGERS

Monitoring to identify improvement opportunities is and must be an ongoing process. New incentives may trigger additional measurement activity such as changing business requirements, poor performance with a process or spiralling costs.

INPUTS

- Service catalogue
- SLRs
- The service review meeting
- Vision and mission statements
- Corporate, divisional and departmental goals and objectives
- Legislative requirements
- Governance requirements
- Budget cycle
- Customer satisfaction surveys
- The overall IT strategy
- Market expectations
- New technology drivers
- Flexible commercial models

7-step Improvement Process
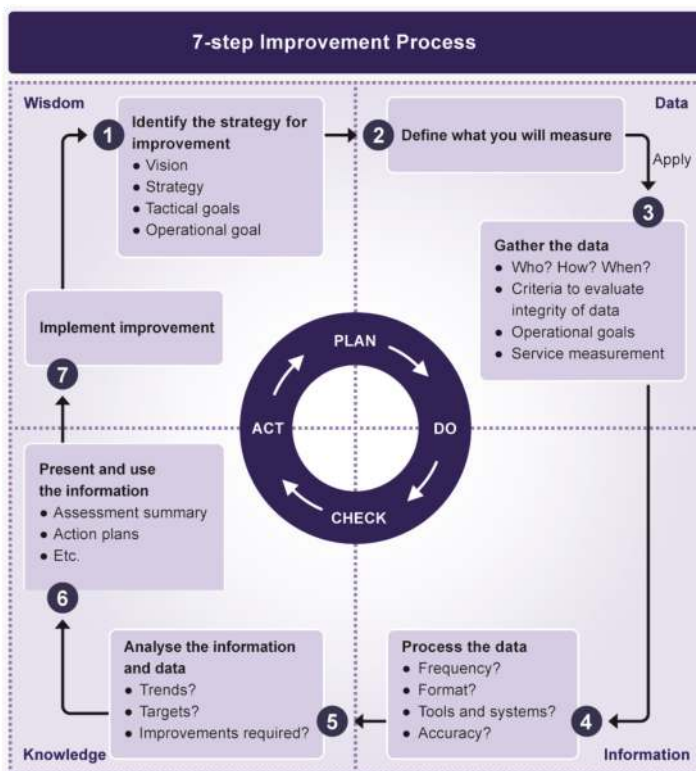
KEY TERMS

CSI Register - *A database or structured document used to record and manage improvement opportunities throughout their lifecycle.*

OUTPUTS

- Results of customer and user satisfaction surveys
- Feedback on deliverables
- Data required for metrics, KPIs and CSFs
- Service reports and dashboards
- RFCs for implementing improvements
- …