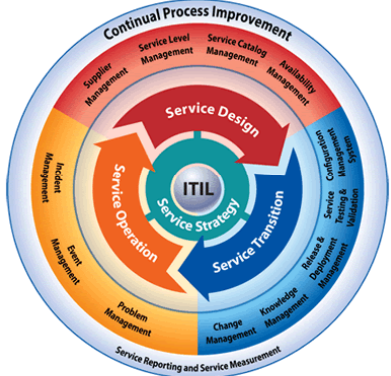


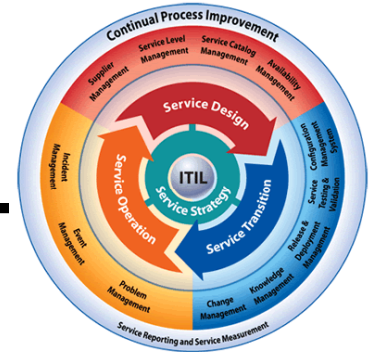
CONTINUAL SERVICE IMPROVEMENT



**ADMINISTRATIVE
TECHNOLOGIES**
Illinois State University



Continual Service Improvement



Creating and maintaining value for customers through better design, introduction, and operation of services

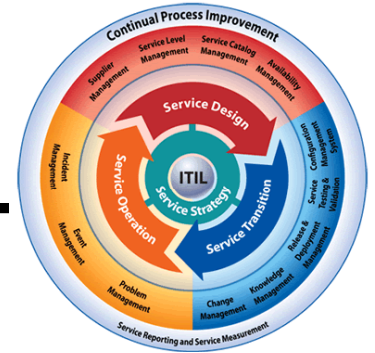
Combines principles, practices, and methods from quality management, change management, and capability improvement

SOURCE: ITIL Continual Service Improvement Publication, p. 6



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Illinois State University

CSI Objectives

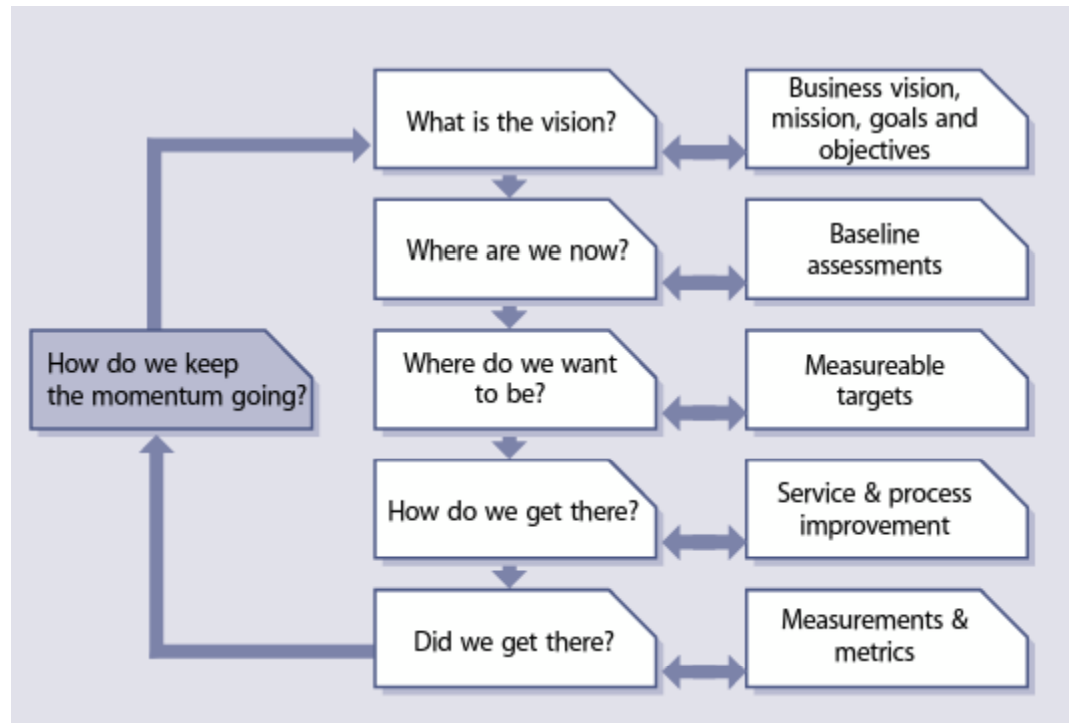
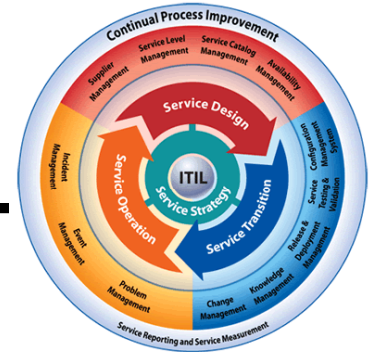


- Review, analyze, and recommend improvements in each lifecycle phase
- Review and analyze Service Level Achievement results
- Identify and implement activities to improve IT service quality and the efficiency and effectiveness of enabling ITSM processes
- Improve cost effectiveness of delivering IT services without sacrificing customer satisfaction
- Ensure quality management methods are used to support continual improvement activities

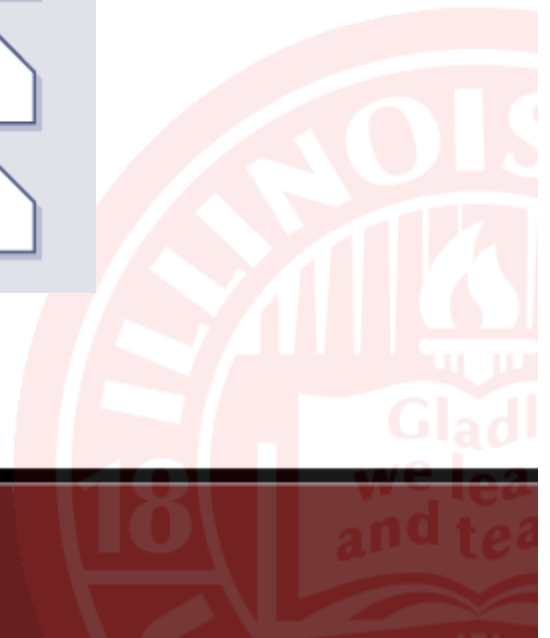
SOURCE: ITIL Continual Service Improvement Publication, p. 14



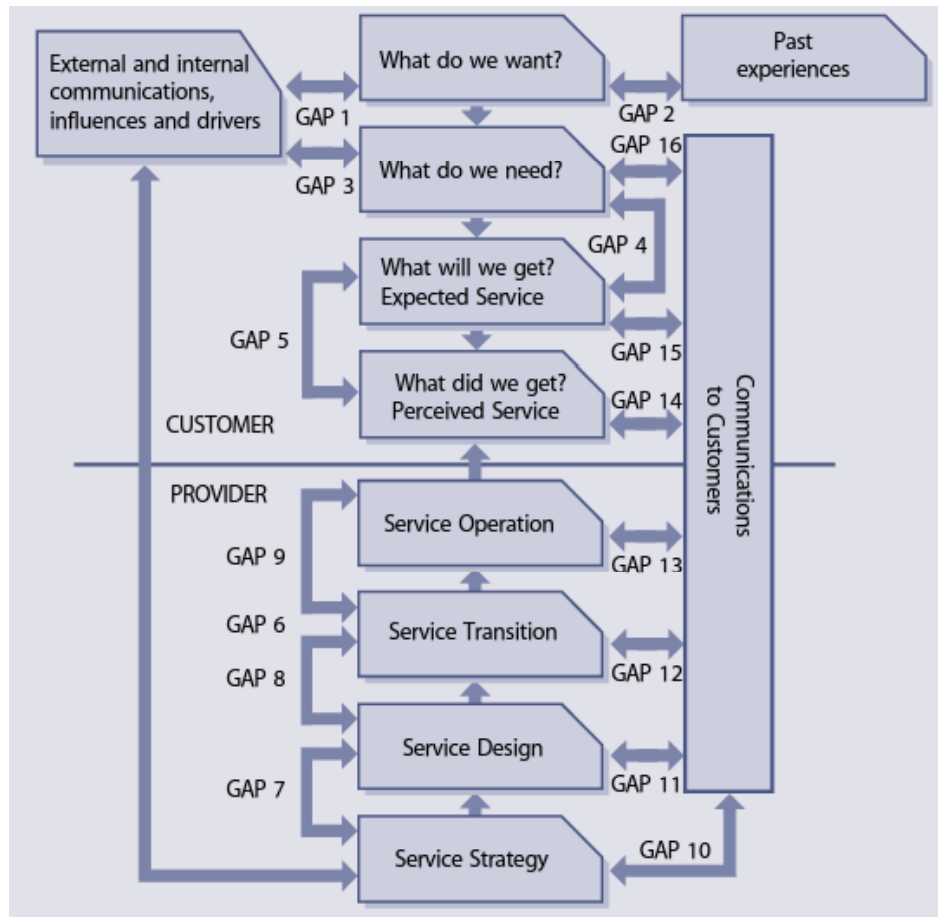
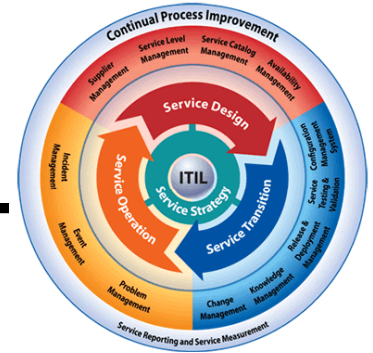
CSI Model



SOURCE: ITIL Continual Service Improvement Publication, p. 15



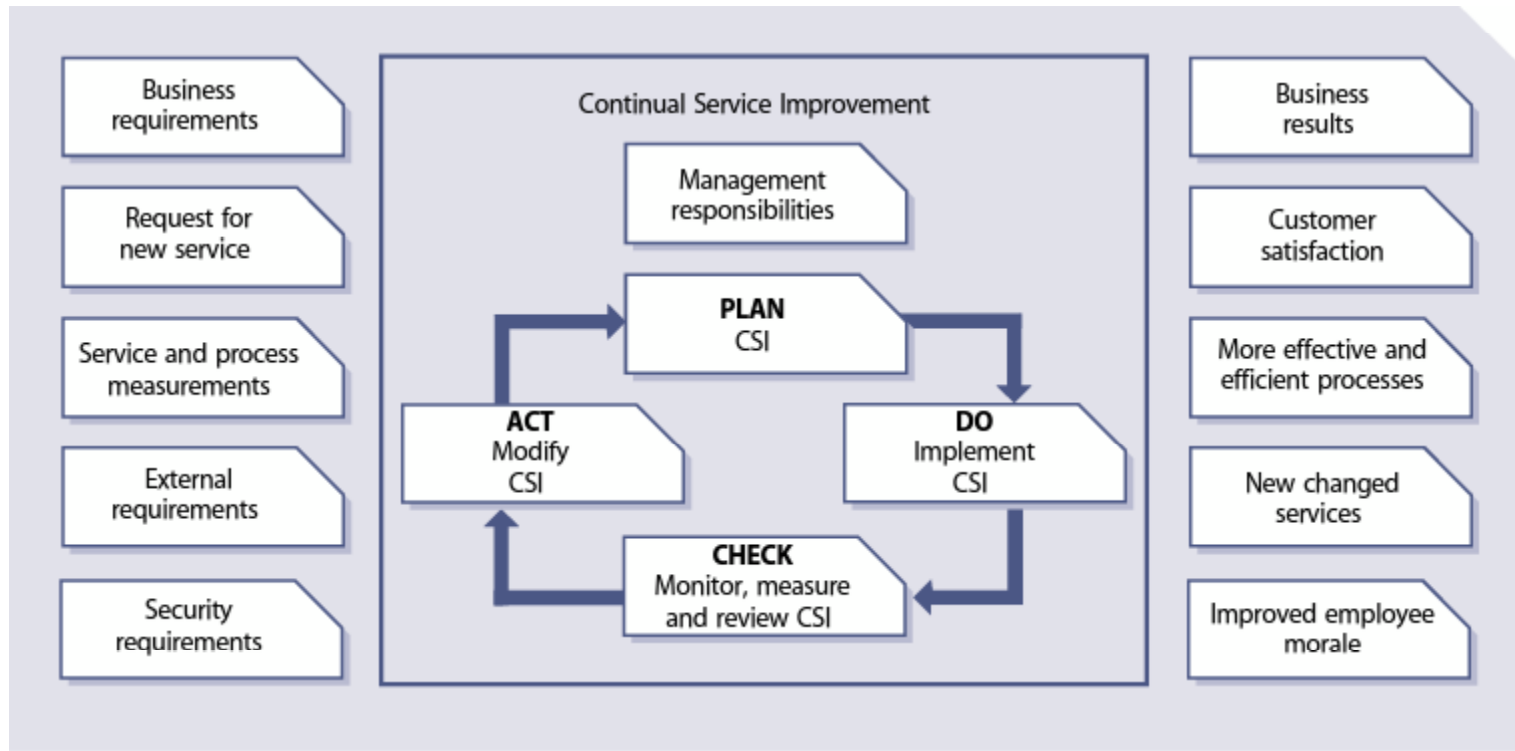
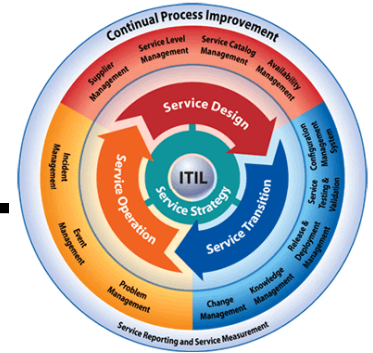
Service Gap Model



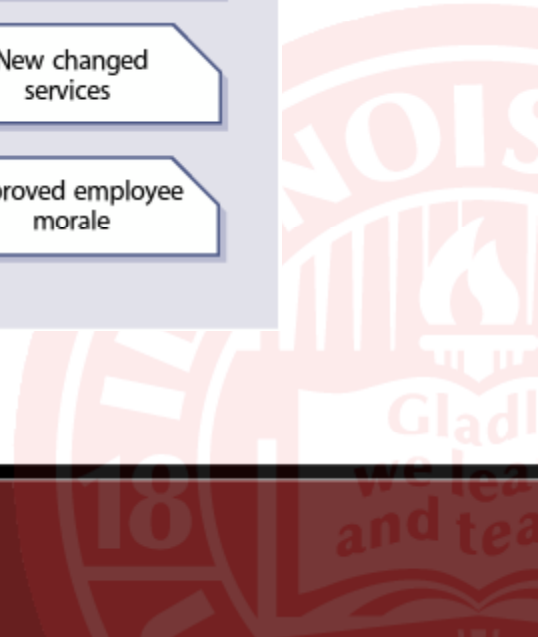
SOURCE: ITIL Continual Service Improvement Publication, p. 16



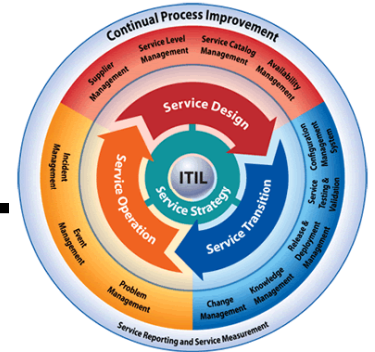
Deming Cycle as Applied to CSI



SOURCE: ITIL Continual Service Improvement Publication, p. 112



Service Measurement

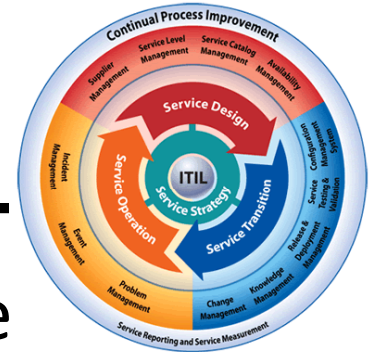


- Measuring and reporting performance against targets of an end-to-end service
- Combines component measurements to provide view of customer experience
- Data analyzed over time to form trends
- Data can be collected at multiple levels (CIs, processes, services)

SOURCE: ITIL Continual Service Improvement Publication, p. 30



Service Measurement Concepts

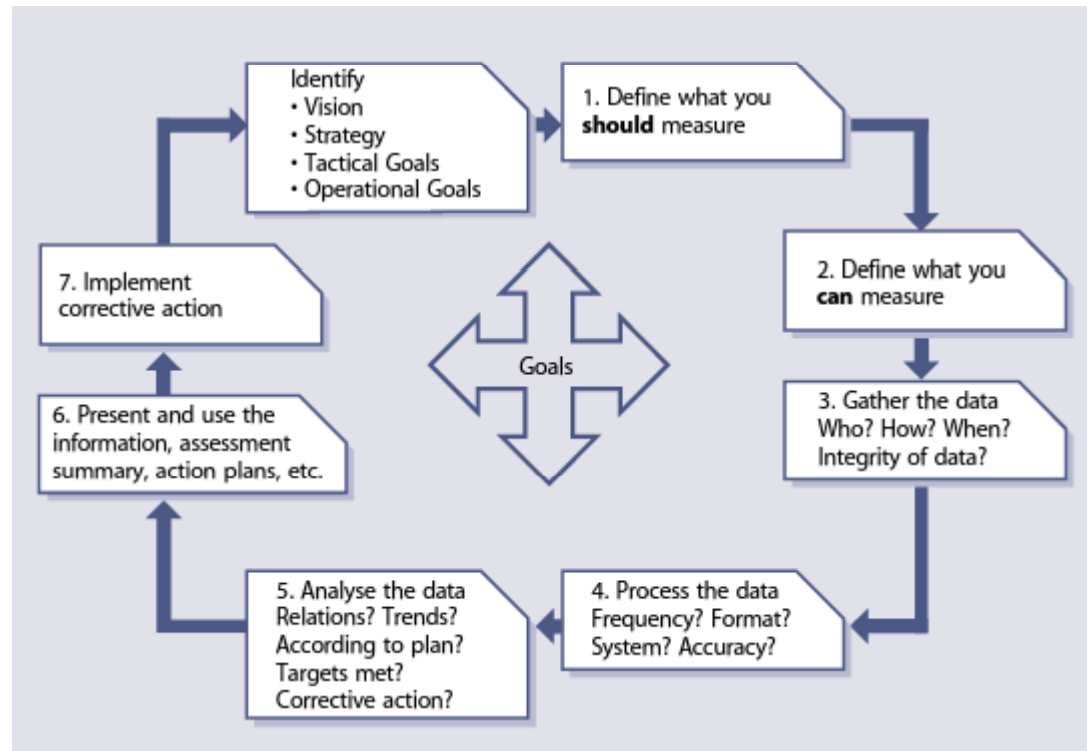
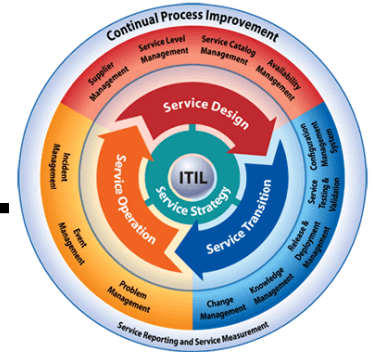


- Baselines – initial data point to determine whether improvement is needed
- Critical Success Factors – something that must happen if a process, project, plan, or IT service is to succeed
- Metric – something that is measured and reported to help manage a process, IT service, or activity
- Key Performance Indicator – a metric used to measure the achievement of a CSF

SOURCE: ITIL Continual Service Improvement Publication, p. 30



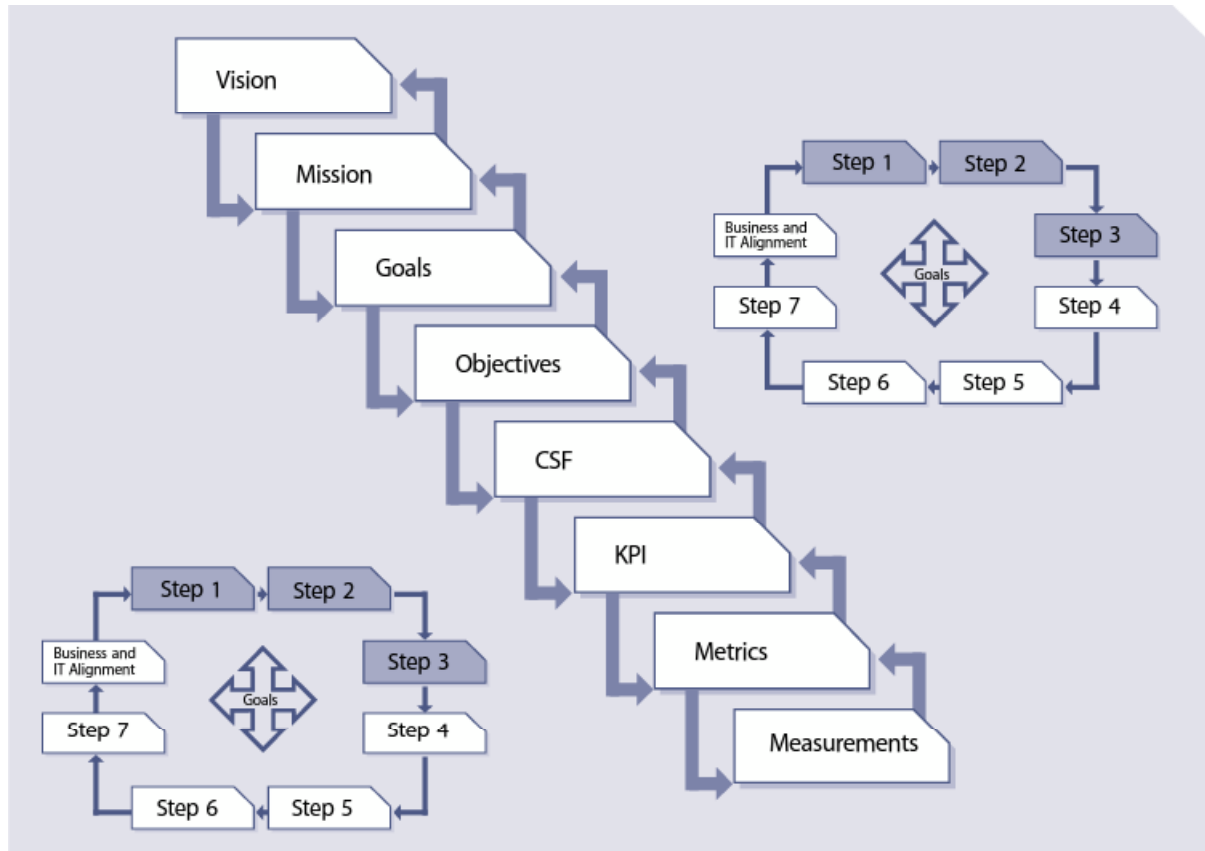
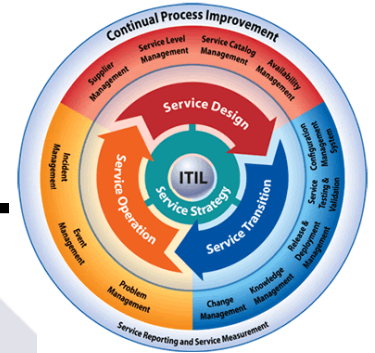
7-Step Improvement Process



SOURCE: ITIL Continual Service Improvement Publication, p. 32



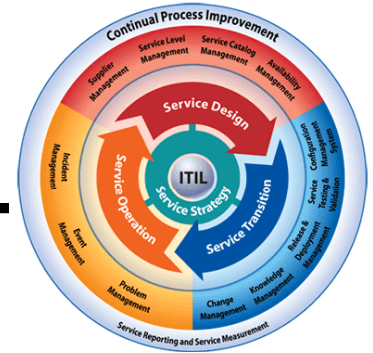
Vision to Measurements



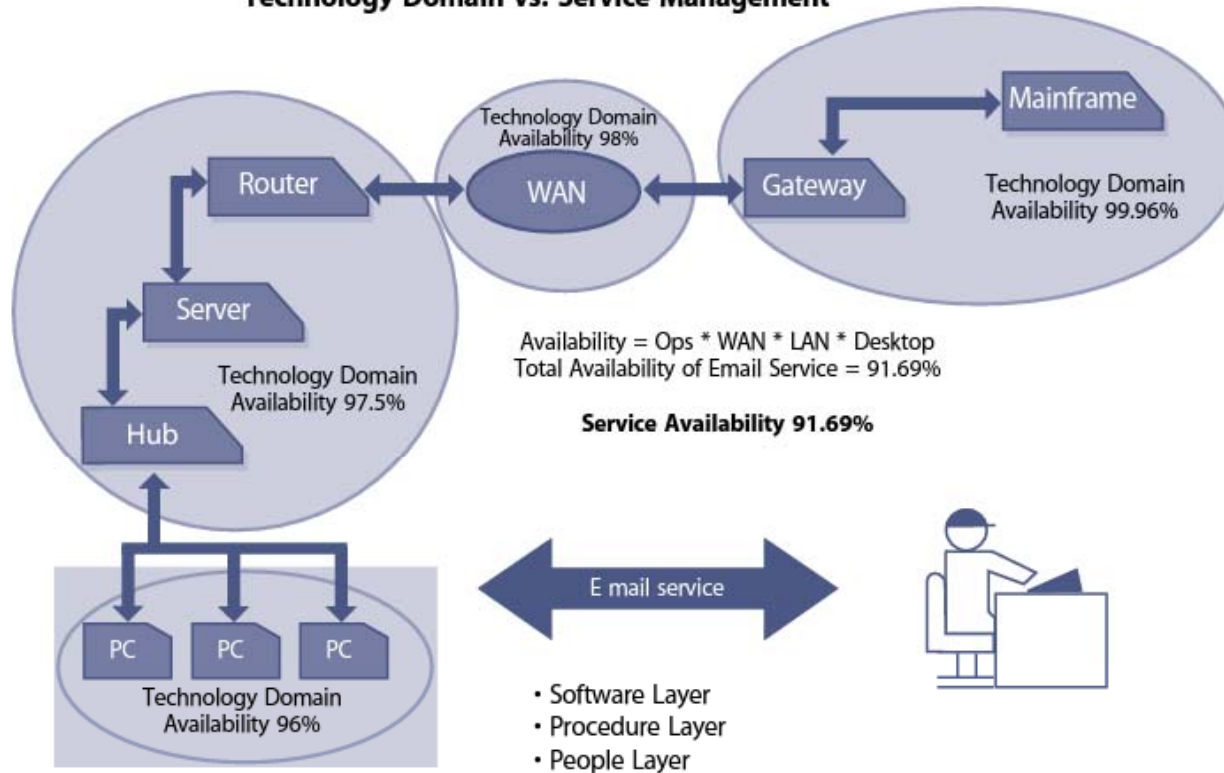
SOURCE: ITIL Continual Service Improvement Publication, p. 48



Example of Measurement



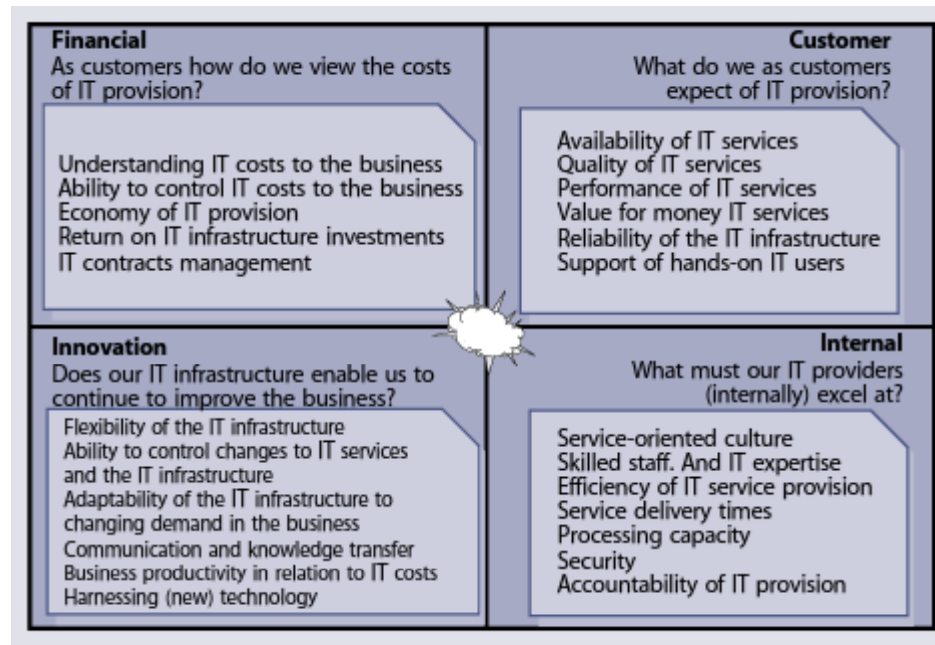
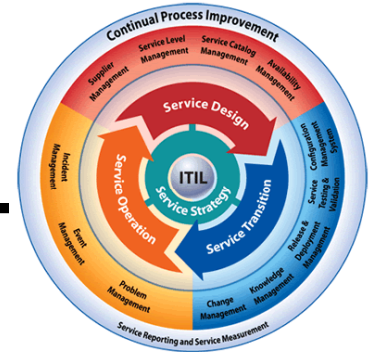
Technology Domain vs. Service Management



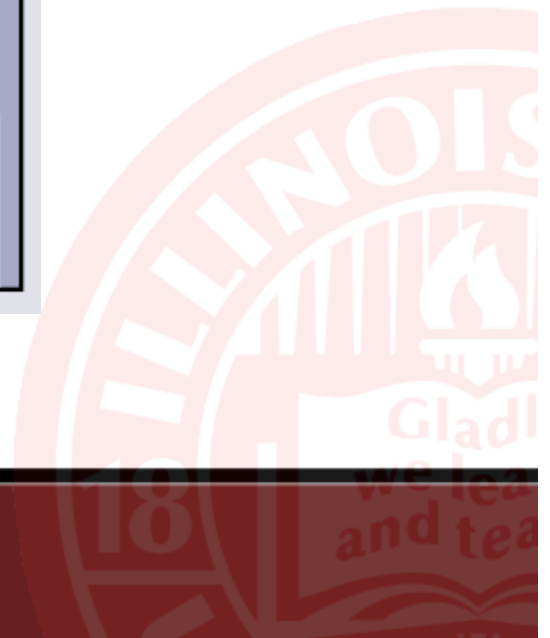
SOURCE: ITIL Continual Service Improvement Publication, p. 70



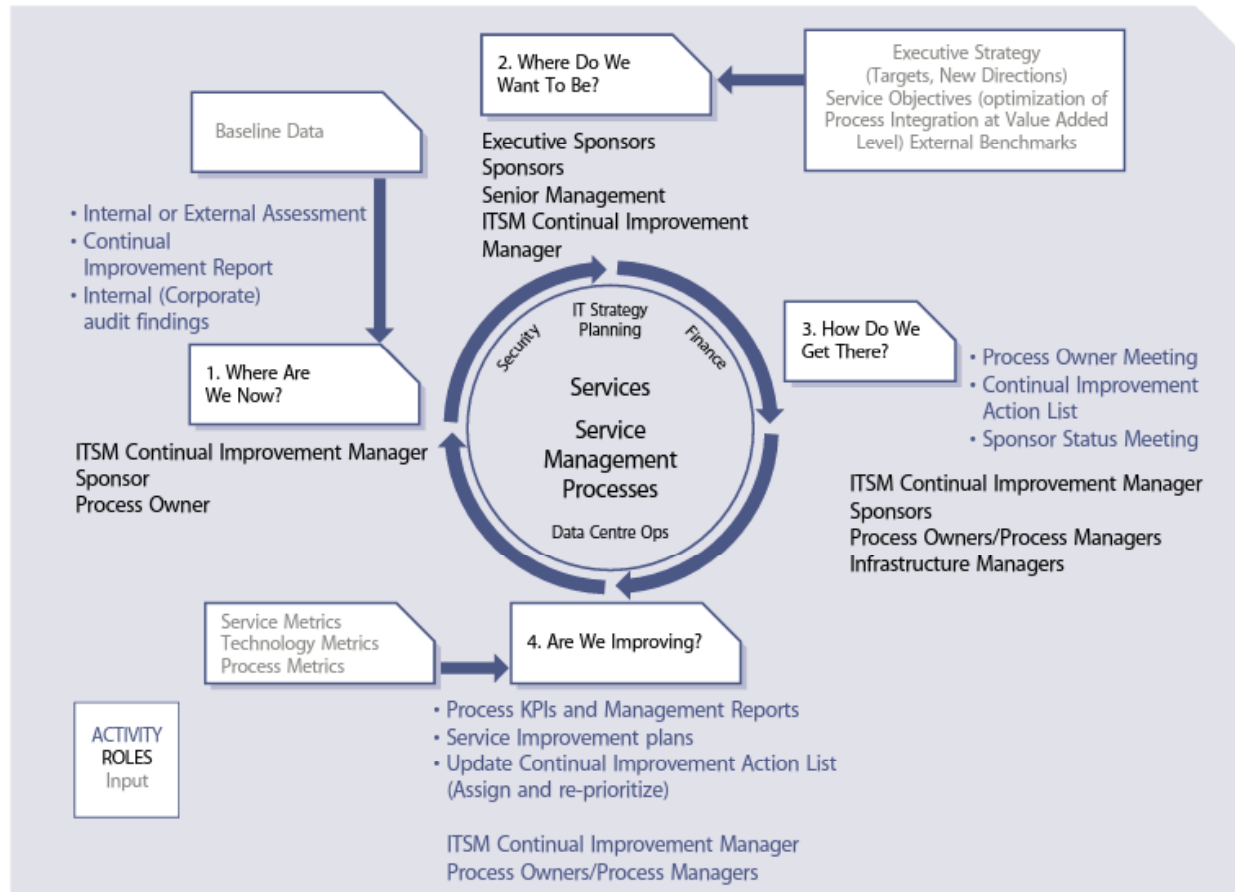
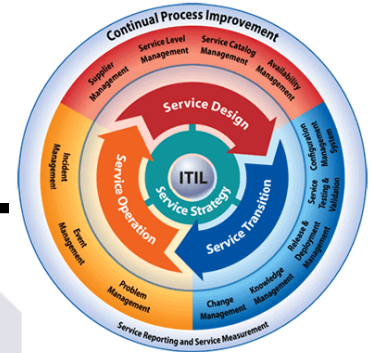
IT Balanced Scorecard



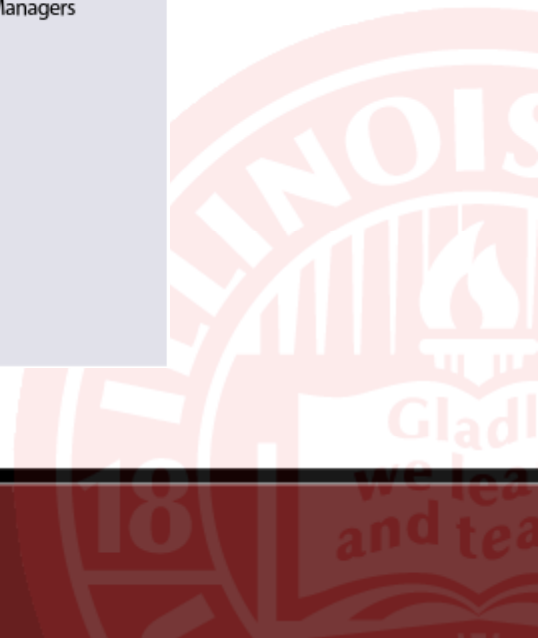
SOURCE: ITIL Continual Service Improvement Publication, p. 108



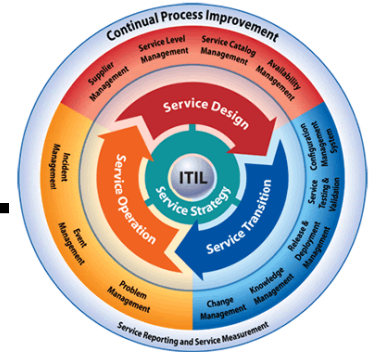
CSI Model



SOURCE: ITIL Continual Service Improvement Publication, p. 163



Questions



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