Continual Service Improvement
The 7 Step Improvement Process

1. Define what you should measure.

2. Define what you can measure.

3. Gather the data. Who? When? Integrity of the data?

4. Process the data. Frequency, format, system, accuracy.

5. Analyze the data. Relationships, trends, according to plan, targets met, corrective actions?

6. Present and use the information assessment summary action plans, etc.

7. Implement corrective action.

Service Design
The 5 Aspects of Service Design
1. Service Solutions
2. Service Management Systems & Tools
3. Technology & Management Architectures & Tools
4. Processes
5. Measurement Systems, Methods & Metrics

Key Concepts
- Four “P”s
  - People - Processes - Products - Partners
- Service Design Package
- Delivery Model Options
- Service Level Agreement
- Operational Level Agreement
- Underpinning Contract

Processes
- Service Catalog Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Strategy
Main Activities
- Define the Market
- Develop Offerings
- Develop Strategic Assets
- Prepare Execution

Key Concepts
- Utility & Warranty
- Value Creation
- Service Provider
- Service Model
- Service Portfolio

Processes
- Service Portfolio Management
- Demand Management
- Financial Management

Service Operation
Achieving the Right Balance
- Internal IT View versus External Business View
- Stability versus Responsiveness
- Reactive versus Proactive
- Quality versus Cost

Processes
- Event Management
- Incident Management
- Problem Management
- Access Management
- Request Fulfillment

Functions
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

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