ITIL® Poster Series #4
7-Step Improvement Process

Good e-Learning

Each step of the improvement process is designed to assist in the activity of CSI. The process makes it reasonably simple to see what takes place; the challenge is to realize this in the live environment. The seven-step process spans the entire service lifecycle and is the driving force behind continual service improvement. Note how the 7 steps correspond with the PDCA approach, and the DIKW knowledge management model.

Wisdom

ONE
Identify the strategy for improvement:
- Vision
- Business Need
- Strategy
- Tactical Goals
- Operational Goals

SEVEN
Implement Improvement

Data

TWO
Define what you will measure

THREE
Gather the data:
- Who? How? When? (criteria to evaluate integrity of data)
- Operational Goals
- Service Measurement

PLAN

ACT

DO

CHECK

SIX
Present and use the information:
- Assessment Summary
- Action Plans
- Etc.

FIVE
Analyze the information and data:
- Trends?
- Targets?
- Improvements Required?

FOUR
Process the data:
- Frequency?
- Format?
- Tools and Systems?
- Accuracy?

Knowledge

Information

@goodelearning   /goodelearning   /company/good-e-learning

Free Resource Library
www.goodelearning.com