

Continual Service Improvement IT Infrastructure Library Versi 3

Oleh:

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- Sumber:
“An Introductory Overview of ITIL v3” version
1.0, UK Chapter of itSMF

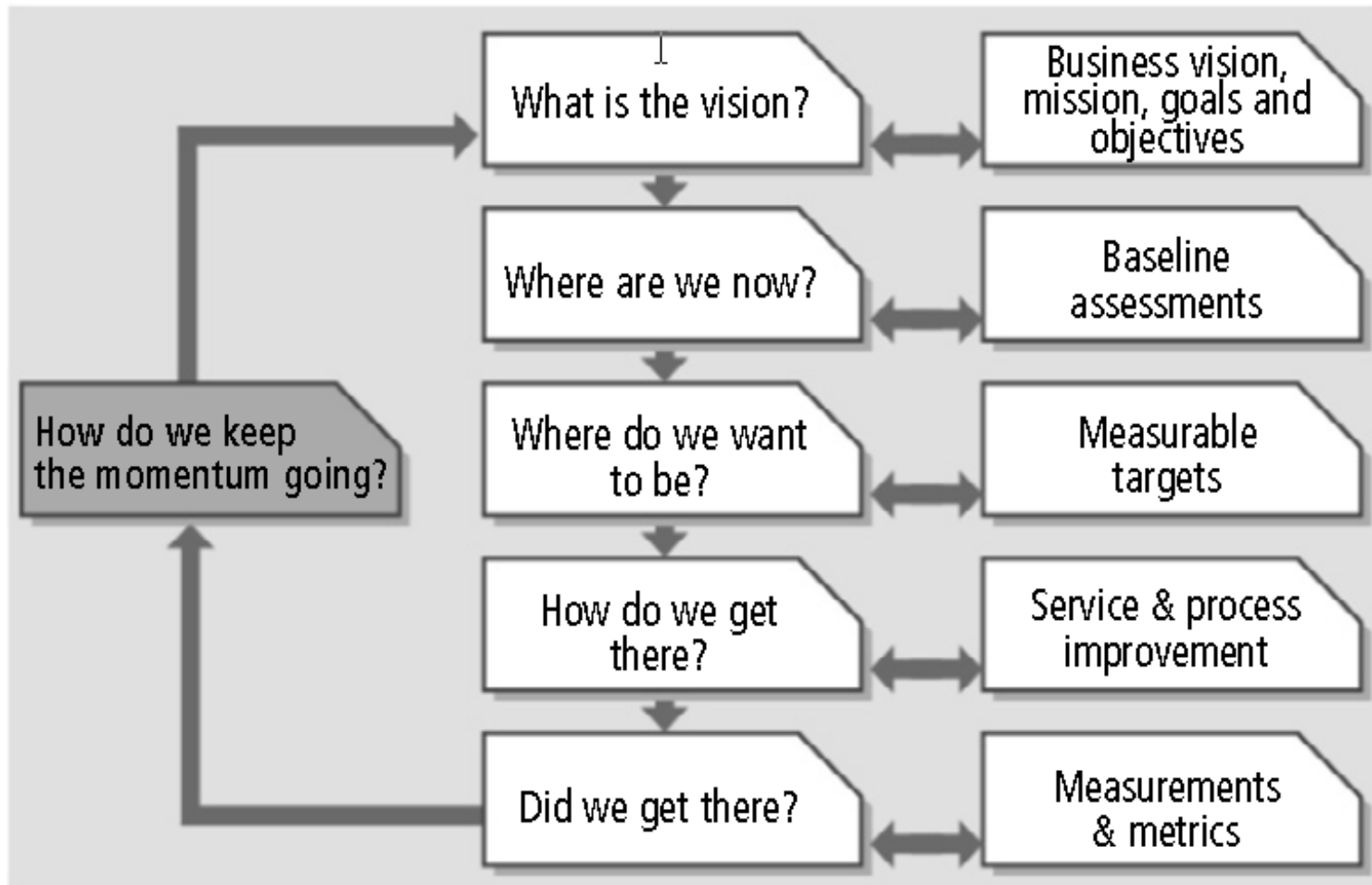
Isi Publikasi Inti (Core) ITIL v3



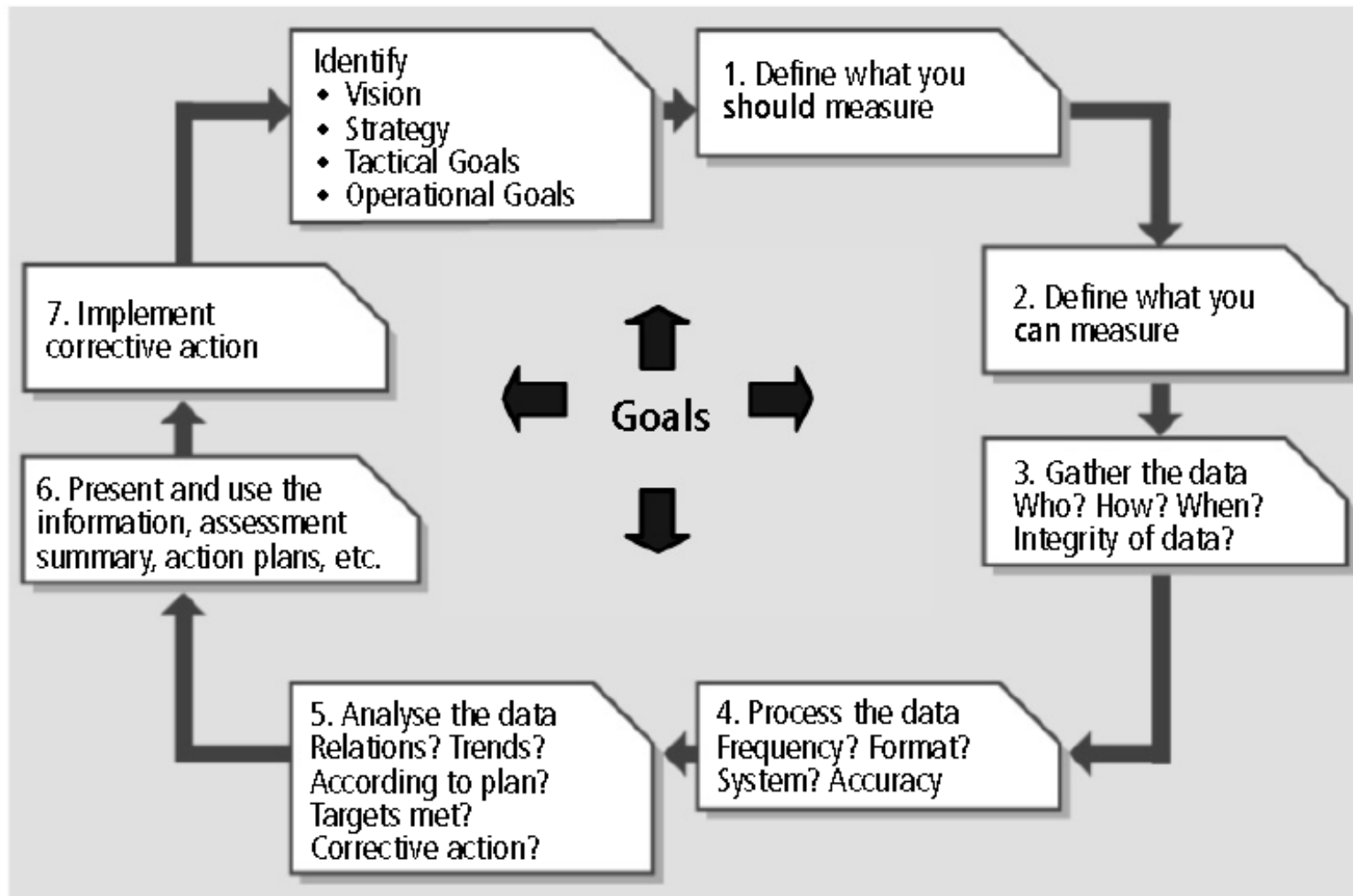
Continual Service Improvement

- Continual Service Improvement (CSI) is concerned with maintaining value for customers through the continual evaluation and improvement of the quality of services and the overall maturity of the ITSM service lifecycle and underlying processes
- Masalah: “When the issue is resolved the concept is promptly forgotten until the next major failure occurs.”
- Solusi: Successful CSI must be embedded within the organizational culture and become a routine activity

Continual Service Improvement Model



7-Step Improvement Process





Service Measurement

- Reason for measuring:
 - validate previous decisions that have been made direct activities in order to meet set targets - this is the most prevalent reason for monitoring and measuring
 - justify that a course of action is required, with factual evidence or proof intervene at the appropriate point and take corrective action.
- Service measurement must go up a level to provide a view of the true customer experience of services being delivered

Service Reporting

- A significant amount of data is collated and monitored by IT in the daily delivery of quality service to the business, but only a small subset is of real interest and importance to the business.
- The business likes to see a historical representation of the past period's performance that portrays their experience, but it is more concerned with those historical events that continue to be a threatgoing forward, and how IT intends to mitigate against such threats.

