Continual Service Improvement
IT Infrastructure Library Versi 3

Oleh:
Arrianto Mukti Wibowo, M.Sc., Dr.*, CISA, CGEIT* (*cand.)
amwibowo@cs.ui.ac.id
0856-8012508, 311ef9ee

Fakultas Ilmu Komputer
Universitas Indonesia
• 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

- What is the vision?
- Business vision, mission, goals and objectives
- Where are we now?
- Baseline assessments
- Where do we want to be?
- Measurable targets
- How do we get there?
- Service & process improvement
- Did we get there?
- Measurements & metrics

How do we keep the momentum going?
7-Step Improvement Process

1. Define what you should measure
2. Define what you can measure
3. Gather the data
   Who? How? When?
   Integrity of data?
4. Process the data
   Frequency? Format?
   System? Accuracy
5. Analyse the data
   Relations? Trends?
   According to plan?
   Targets met?
   Corrective action?
6. Present and use the information, assessment summary, action plans, etc.
7. Implement corrective action

Goals

- Vision
- Strategy
- Tactical Goals
- Operational Goals
Service Measurement

• Reson 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 threat going forward, and how IT intends to mitigate against such threats.