

[Organization logo]

[Organization name]

Commented [20A1]: All fields in this document marked by square brackets [] must be filled in.

CONTINUAL SERVICE IMPROVEMENT PROCESS

Commented [20A2]: If you want to find out more about Continual Service Improvement process, see <https://advisera.com/20000academy/blog/2013/04/09/itil-continual-service-improvement-never-ending-story/>

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Change history

Date	Version	Created by	Description of change
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Continual Service Improvement (CSI) process.

This document is applied to all processes and activities within the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

Commented [20A4]: Please include the name of your company.

2. Reference documents

- ISO/IEC 20000-1:2018, clause 10.2
- CSI references to all processes within the scope of the SMS

3. Process overview

The purpose of this policy is to ensure that the service improvement process is set and managed.

Objectives of the CSI process are to:

- Identify the current, planned, and potential risks of the CSI process
- Identify the current, planned, and potential opportunities
- Identify the current, planned, and potential risks of the CSI process
- Identify the current, planned, and potential opportunities

The scope of the CSI process includes all areas of the SMS (including but not limited to suppliers, documentation, communication, methodologies, and personnel)

Improvements can include reactive and pro-active actions such as [redacted]

3.1. Reference to the processes

The following process resources may be used as an input for identifying improvement opportunities

[redacted]

Process	Resource
Service Level Management	Service Level Reports
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[organization name]

- The CSI Manager evaluates all improvement opportunities, before the approval, against the following criteria:
- [Redacted]
- [Redacted]

Commented [20A9]: [Redacted]

3.4. Improvement prioritization criteria

The CSI Manager uses the following criteria to prioritize improvement opportunities:

- Criticality - i.e., business-critical services have a higher priority
- [Redacted]
- [Redacted]

Commented [20A10]: [Redacted]

4. Process activities

4.1. Identification and submission of a new improvement opportunity

Improvement opportunities may be identified at any step in the service lifecycle and may involve any aspects of the SMS included in the scope of this document (see Section 3).

[Redacted]

[Redacted]

improvement opportunity, the initiator is responsible for reviewing the current contents of the CSI Register (in order to avoid any duplicates).

4.2. Documenting a new improvement opportunity

[Redacted]

The CSI Register must contain the following mandatory fields:

1. [Redacted]
2. [Redacted]
3. [Redacted]
4. [Redacted]
5. [Redacted]
6. [Redacted]

Commented [20A11]: [Redacted]

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7. Priority of the proposed improvement (possible values: Immediate, High, Medium, Low). The initial value of this field will be the priority suggested by the improvement initiator. The priority may be modified later during the CSI process.
8. Metric(s) - a list of metrics that can be used to measure the progress of the improvement initiative – including the metric target(s)
9. [Redacted]
10. [Redacted]
11. [Redacted]

Commented [20A12]: [Redacted]

4.3. Evaluation of the improvement opportunity

[Once a week], the Continual Service Improvement Manager (CSI Manager) will review all the new entries in the CSI Register.

Commented [20A13]: You can change the frequency according to your company practices.

[Redacted]

Regardless of their approval status, all improvement opportunities will be retained in the CSI Register.

4.4. Prioritization and planning of the improvement opportunity

After the evaluation of the improvement opportunities, all new entries in the CSI Register that have been approved will be prioritized by using the criteria established in section 3.4 of this document.

[Redacted]

otherwise, the CSI Manager modifies the date to reflect the new priority and will be documented in the register.

The new priority and target completion date will be communicated by the CSI Manager to the [Redacted]

4.5. Implementation of the improvement

The CSI Manager will supervise and monitor the actual implementation of the improvement initiative [Redacted]

[Redacted]

progress, issues, delays, or changes in status to the CSI Manager.

4.6. Measuring and reviewing of the implemented improvements

After improvements have been implemented, the CSI Manager is responsible to:

- [Redacted]
- [Redacted]
 - Notify the Improvement Owner and Improvement Initiator
 - Together with the Improvement Owner, Improvement Initiator, and any other relevant interested parties:
 - 1. [Redacted]
 - 2. [Redacted]
 - 3. [Redacted]
 - 4. [Redacted]
 - [Redacted]
- Report to the Improvement Owner, Improvement Initiator, and any relevant interested parties when the implementation is finished

5. Roles and responsibilities

5.1. Continual Service Improvement Manager

The Continual Service Improvement Manager role is assigned to [job title].

Commented [20A14]: Please insert the appropriate job according to your organization practices, e.g.: CIO, IT Director, IT Manager, etc.

Responsibilities of the CSI Manager are:

- Overall responsibility for carrying out activities within the scope of CSI
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [20A15]: These are best practice examples; you can delete some or include additional ones according to your company practice.

5.2. Improvement Initiator

The Improvement Initiator role is assigned to [Redacted].

Responsibilities of the Improvement Initiator:

- Identifies the improvement opportunity
- [Redacted]
- [Redacted]

Commented [20A16]: These are best practice examples; you can delete some or include additional ones according to your company practice.

5.3. Improvement Owner

The Improvement Owner will lead the project to the completion of the agreement within the scope of the SMS.

Responsibilities of the Improvement Owner:

- Participates, together with the CSI Manager and any relevant interested parties, in the evaluation, approval, prioritization, planning, monitoring, and reviewing of all submitted
- [Redacted]
- [Redacted]

Commented [20A17]: These are best practice examples; you can delete some or include additional ones according to your company practice.

6. Measurement and reporting

The Continual Service Improvement Manager is responsible to:

- Define and review [annually] the Critical Success Factors (CSFs) that support the current SMS
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

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Commented [20A20]: You can change the frequency according to your company practices.

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Whenever the SMS objectives are updated in the SMS Plan, the Continual Service Improvement

Commented [20A22]: You can change the frequency according to your company practices.

7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Continual Service Improvement Register	[tool name / storage location]	[job title]	CSI Manager	The contents of the CSI Register are never deleted.

Commented [20A23]: Overall responsibility for Incident Records. Usually Incident Manager.

Commented [20A24]: Change if needed.

[organization name]

Corrective or Preventive Action Form	[name of filing folder, in which cabinet] [intranet folder name]	[job title]	CSI Manager	Records are kept for [3 years].
Measurement Reports	[tool name / storage location]	[job title]	Process Manager where measurement has been performed	Reports are kept for [3 years].

Commented [20A25]: Change if needed.

Commented [20A26]: You can adapt the retention period according to your company practices.

Commented [20A27]: Overall responsibility for Incident Records. Usually Incident Manager.

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Commented [20A29]: You can adapt the retention period according to your company practices.

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

Commented [20A30]: Please insert the appropriate job title from the top management according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, etc.

Commented [20A31]: This is only a recommendation; adjust frequency according to your company practices.

9. Appendices

- Appendix 1 – Continual Service Improvement Register
- Appendix 2 – Corrective or Preventive Action Form

[Job title]

[Name]

[Signature]

Commented [20A32]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.