



## ITIL Continual Service Improvement (Best Management Practices)

*Vernon Lloyd*

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Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of continual service improvement. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement. Key Features The updated ITIL publications share a similar standard structure (including generic content in Chapters 1, 2 and 6) to improve consistency and aid navigation. Some content has been reorganized to improve flow and readability, and ensure alignment across the suite including clarification around interfaces, and inputs and outputs across the service lifecycle. Terminology has been clarified and made consistent across the publications and the ITIL glossary. Summary of Updates from the Author The seven-step improvement process and its relationship with the Deming Plan-Do-Check-Act cycle and knowledge management has been clarified. The CSI model has been re-named the CSI approach and the concept of a CSI register has been introduced as a place to record details of all improvement initiatives within an organization. Minor changes have been made throughout the book to clarify the meaning and to improve readability. Particular emphasis has been made on documenting the interfaces from CSI to other lifecycle stages



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