



# CONTINUAL SERVICE IMPROVEMENT (CSI)

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Infrastruktur dan Manajemen Layanan TI (CSI 320)  
Pertemuan 12

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# PURPOSE AND OBJECTIVES

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## **Purpose**

Continual service improvement (CSI) aims to deliver business value by ensuring that the service management implementation continues to deliver the desired business benefits.

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## Objectives

CSI has the following objectives:

- To review, analyse and make recommendations on where improvements could be made at any point throughout the lifecycle.
- To review and analyse service level achievements against targets

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- To identify and implement individual activities to improve service quality and the efficiency and effectiveness of service management processes
- To improve the cost-effectiveness of delivering IT services without impacting customer satisfaction

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- To apply quality management methods to support continual improvement activities.

# SCOPE

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CSI is applicable across all stages of the service lifecycle and addresses three main areas:

- The overall health of service management as a discipline.
- Continual alignment of the service portfolio with current and future business needs.
- The maturity of the enabling IT processes



# Value to Business

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CSI recognises that the value IT provides to the business can be realised and measured in different ways:

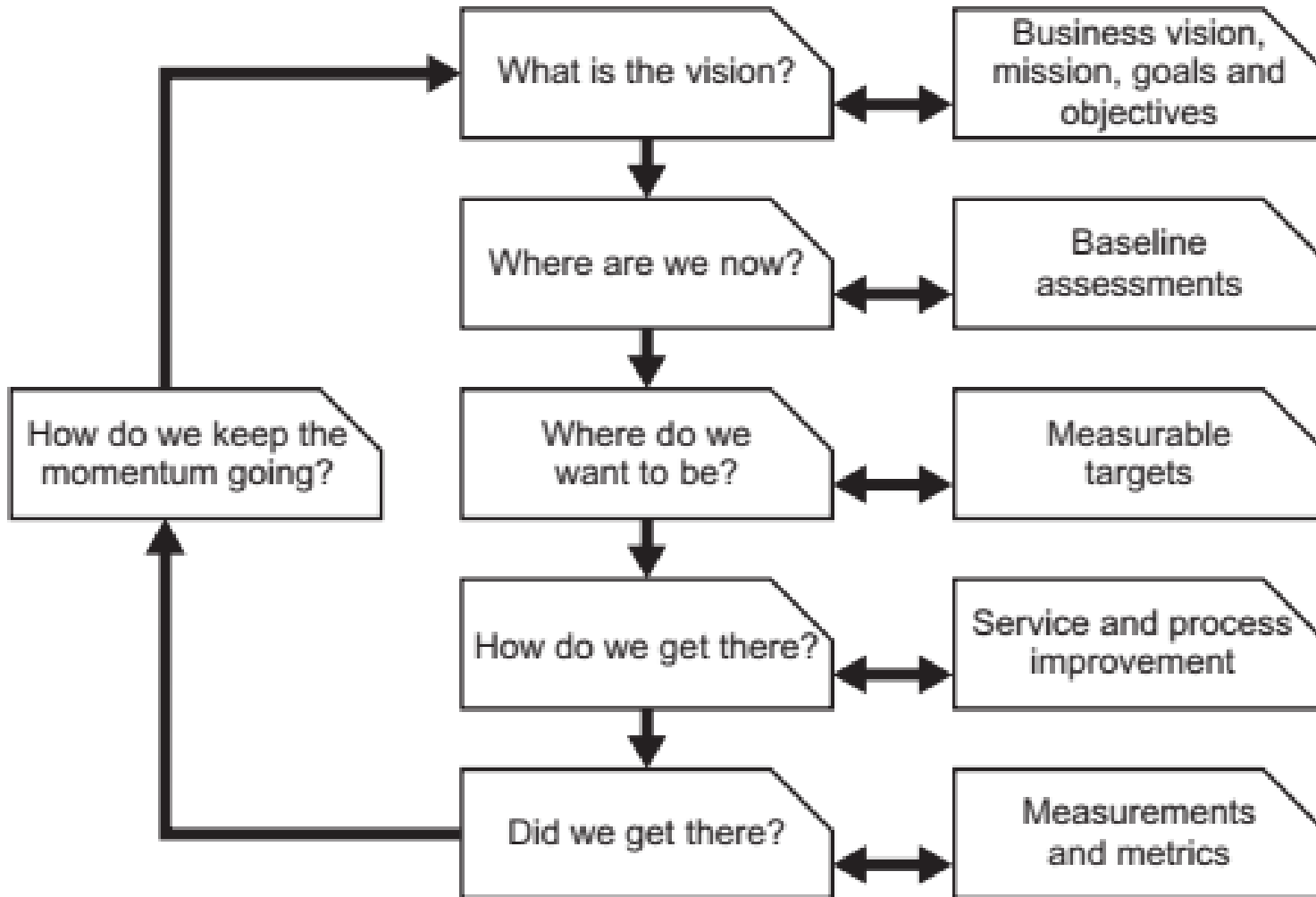
- **Improvements:** Outcomes that are better when compared with the previous state.
- **Benefits:** The gains achieved through the implemented improvements

# Value to Business

- **Return on investment (ROI):** The difference between the realised benefit and the cost of achieving it.
- **Value on investment (VOI):** The extra value created by the improvement including non-monetary benefits and outcomes.

# KEY PRINCIPLES

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1. Clarify the vision, taking into account both the business and IT vision, mission, goal and objectives, and ensuring that everyone has a common understanding.
2. Assess the current situation and establish a baseline of exactly where the organisation is currently.

## KEY PRINCIPLES

3. Define steps towards the vision based on priorities for improvement and setting measurable targets.
4. Document an improvement plan, using service and process improvement techniques.

## KEY PRINCIPLES

5. Monitor achievements, making use of appropriate measures and metrics as defined earlier
6. Maintain the momentum by ensuring that improvements are embedded and looking for further improvement opportunities.



Terimakasih