

ITIL Continual Service Improvement Best Practices



- Most of the time the great work, which is already in place is overlooked. It is essential to look at those opportunities in order to expand or build on them. These could be:
- Prioritization models
- Existing processes



- Whenever we provide IT services and support there'll always be opportunities for improvement. We need to work on those.
- Service that everyone complains about
- Standard prioritization model while logging incidents



- Focus must be on proactive activities as well as the day-to-day slog
- CSI is not only about current pain points but also about facing the future
- Add text here



- Post analyzing the pain areas and listing the same, the next crucial step is to prioritize which ones to act upon based on the importance
- It involves being organized by creating an improvement register
- Add text here

Service Management Principles And Practices

**Doug Tedder,Michelle Major-
Goldsmith,Simon Dorst**



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