

THE **BREAKTHROUGH** SERIES

from  
**Thought  
Rock**



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## **Continual Improvement: What's your Vision?**

This presentation explores the top level concepts of the Continual Service Improvement (CSI) model and follows it down to the component level.

Key Learning Nuggets:

- Review Continual Service Improvement lifecycle phase
- Understand the Continual Service Improvement Model
- Understand Vision, Mission, Goals, and Objectives
- How to Manage and Measure Goals and Objectives

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# Continual Improvement: What's your Vision?

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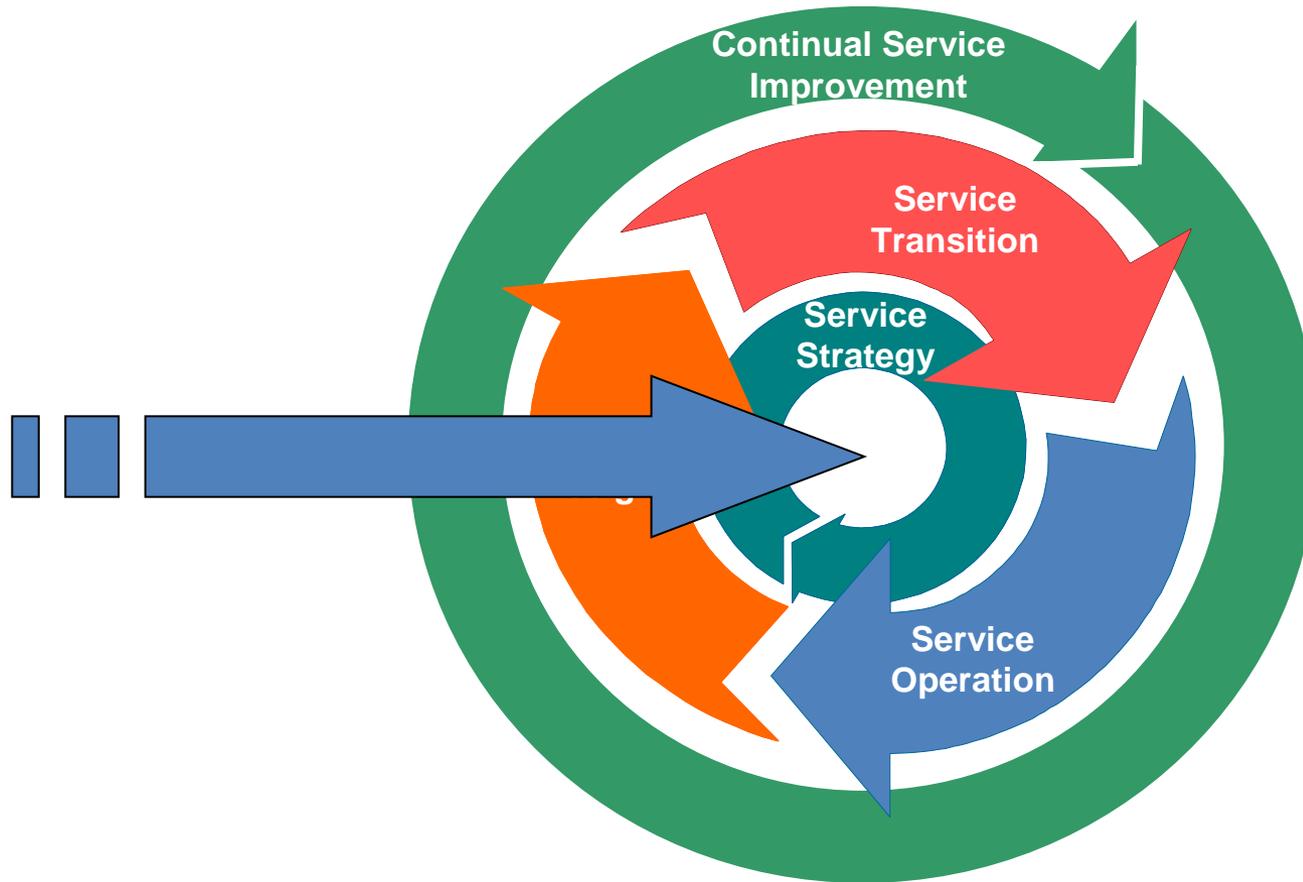
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# Agenda

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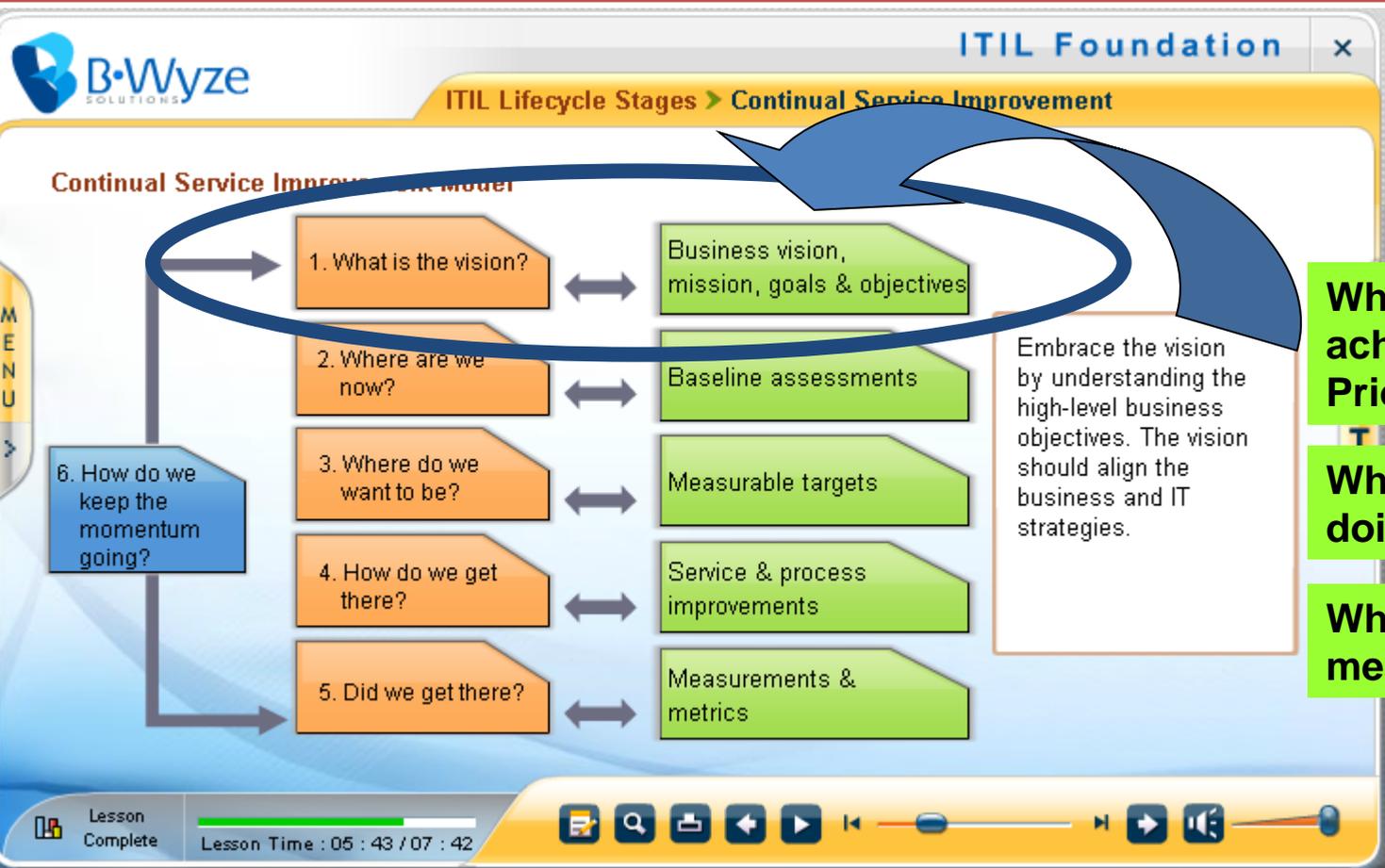
- Review Continual Service Improvement lifecycle phase
- Review the Continual Service Improvement Model
- Vision, Mission, Goals, and Objectives
- How to Manage and Measure Goals and Objectives
- Second look at Continual Service Improvement Model
  
- Summary and questions

# When Does CSI Begin?



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# Continual Improvement Model



## Strategy

What are we trying to achieve? What are the Priorities?

What should we be doing?

What should we measure & improve?

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# What is Vision and Mission?



- Vision
  - An ideal future picture of what an organization intends to become
    - Created by senior management
    - Influences culture and strategic planning
- Mission
  - A short description of the overall purpose and intentions of an organization.
    - What is to be achieved,
    - but not how this should be done

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# Getting to Goals and Objectives

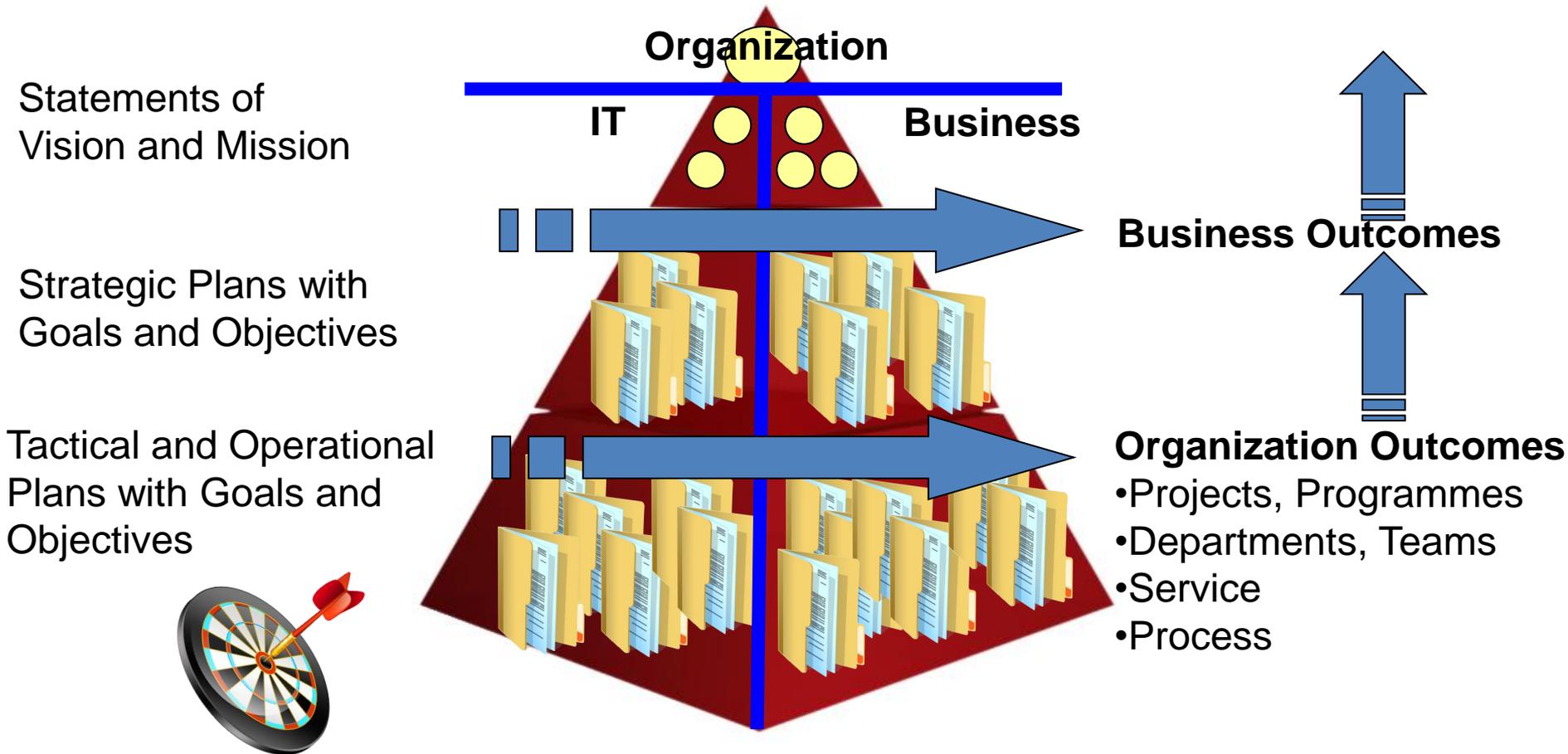


- Strategy
  - Defines the long term path to be taken towards achieving the overall vision
  - It's the highest level of planning and delivery
- Goals
  - Desired results within a timeframe
  - Tactical implementation of the Strategy
- Objectives
  - A breakdown of how to achieve the goal
  - Operational implementation of the Strategy

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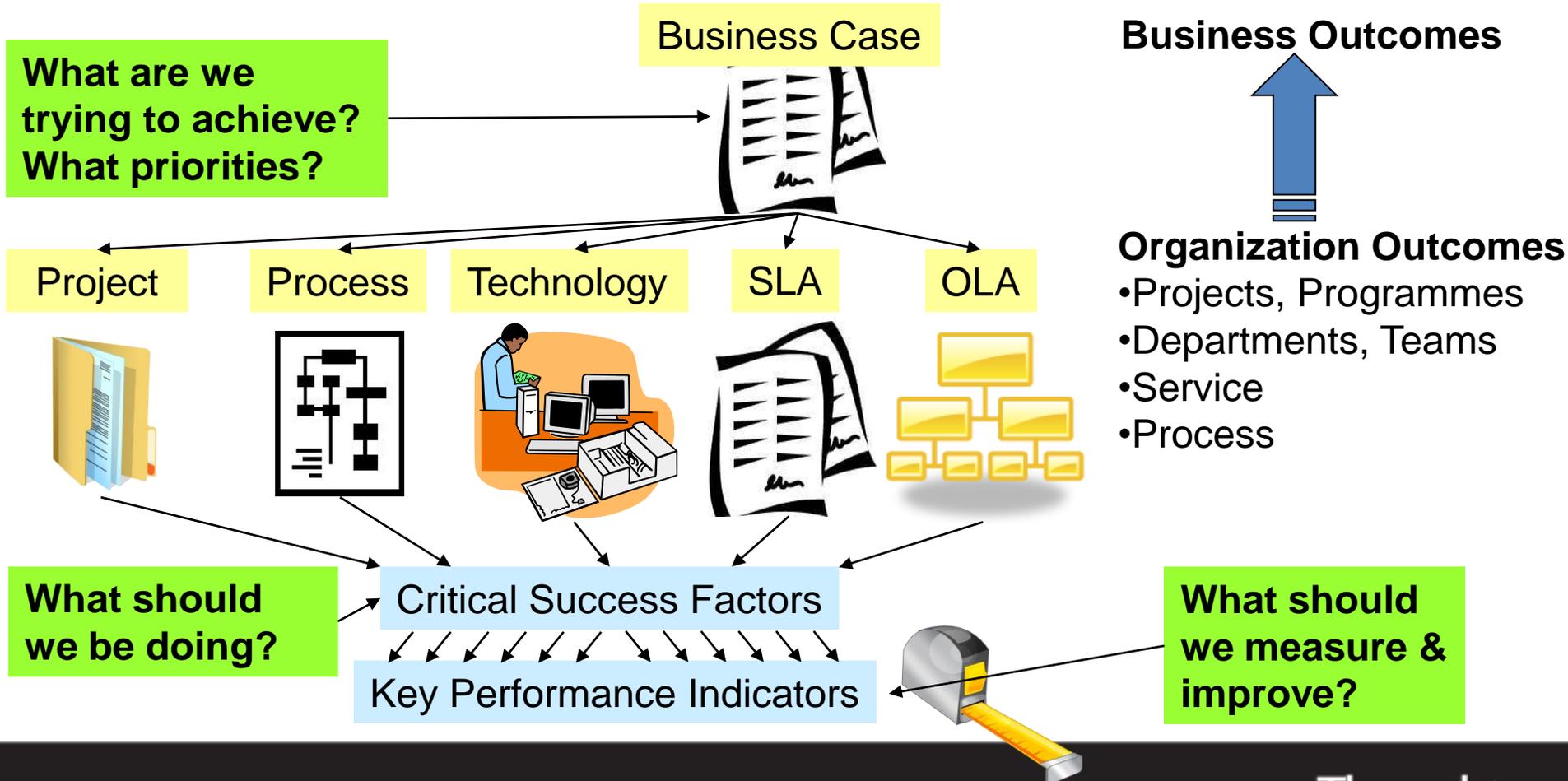
# Expanding on Business Vision, Mission, Goals and Objectives



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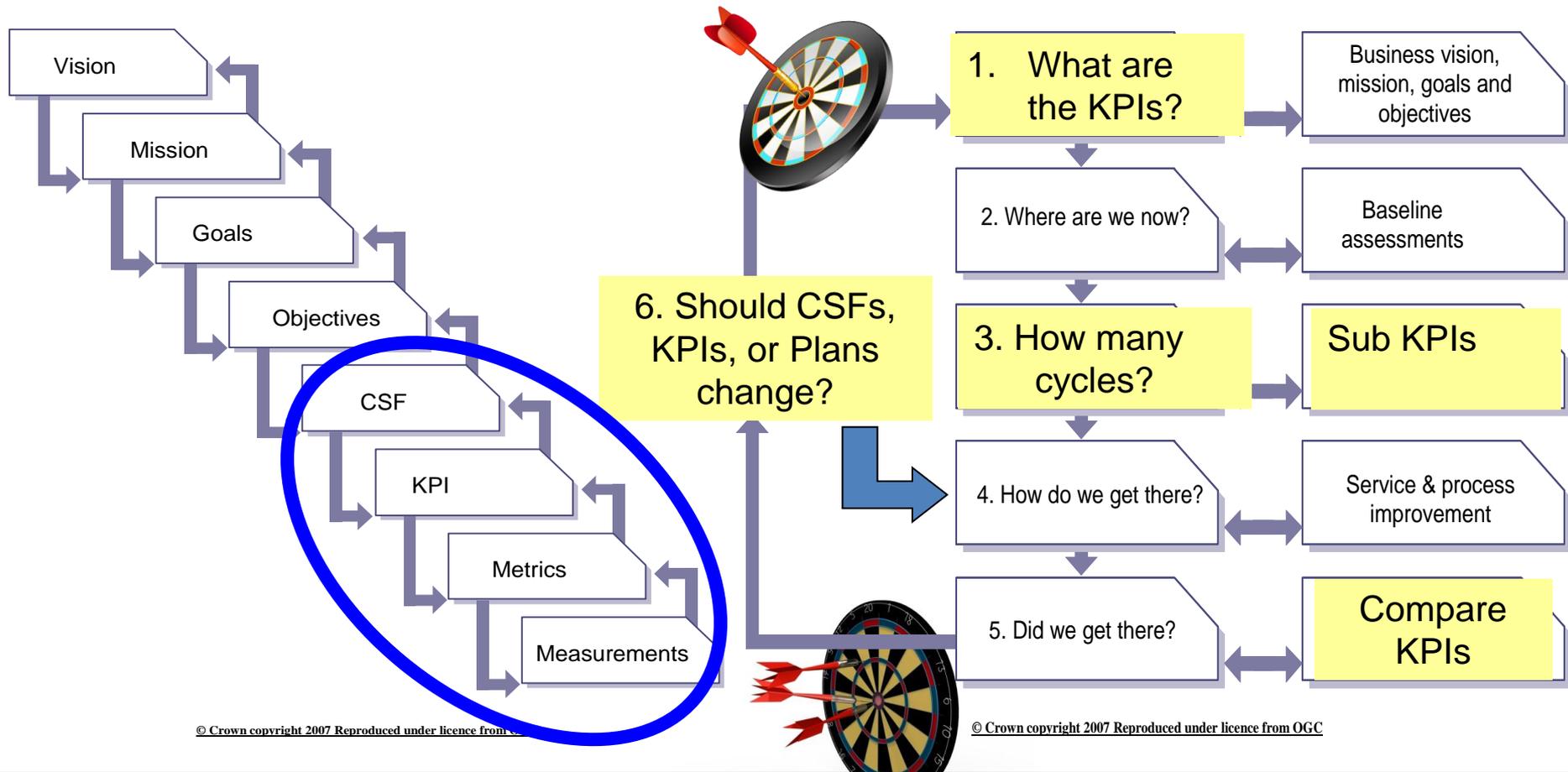
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# Managing and Measuring Goals and Objectives



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# Continual Improvement Model



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# Summary

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- Everything should be linked to vision, mission, goals and objectives through CSFs and KPIs
  - These are defined and aligned top-down
- Knowing the Vision and Mission helps us develop the Business Case where none exists
- Everything should have aligned CSFs and KPIs
- Improvements should be focused on CSFs and KPIs for strategic success



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ITIL Training



Calendar



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## Making Sense of Vision within the ITIL Continual Service Improvement Model

Tue, 2011-06-21 15:53 — [contentadmin](#)

Written by **Graham Furnis**



## The Path to Better Improvement - PAIN!

Thu, 2011-06-16 10:47 — [contentadmin](#)

Part 1 of 2 (see part 2 of 2 [here](#))

Written by **Graham Furnis**



## The Path to Better Improvement – Quick Wins!

Thu, 2011-05-26 14:08 — [contentadmin](#)

Part 2 of 2. See post 1 of 2 [here](#)

Written by **Graham Furnis**

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# Example

- Business Vision
  - *Inspiring* success and innovation through trust and partnership
- IT Vision
  - *Enabling our business success* through trust and partnership
- IT Mission
  - Be a world-class Service Provider through an ITSM approach achieving best in class efficiency & customer satisfaction
- IT Goals/Objectives
  - Establishment of the ITIL core processes and achievement of level 4 maturity in 5 years

- Incident Management Goals/Objectives
  - Restore normal service operations as quickly as possible in order to minimize the adverse impact on business operations
- Incident Management CSFs / KPIs (year 1)
  - Improved Incident efficiency
    - Customer Incident satisfaction survey  $\geq 80\%$
    - Number of Incidents handled by specific models  $\geq 50\%$
    - Mean Time to Restore Service, by priority levels @ -1% improvement
    - Compliance to OLAs and UCs Incident procedures  $\geq 70\%$
    - Latent Incident ticket count  $< 2\%$
  - Adequate tools and integration to drive and control the process
    - Tool satisfaction survey results  $\geq 90\%$
    - Organization tool training @ 95%
    - Incident matching to Known Errors Database @ 60%
    - Incident matching to Services and SLAs @ 40%

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**Thank You!**

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- Free regular webinars with relevant themes walking you Through the templates. [See our webinar schedule now >>](#)
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