

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

Continual Improvement: One Bit at a Time...

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

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BreakThrough Series

Helping you to achieve breakthroughs in your organization!

- Templates
- Live Webinars
- Roundtables
- Workshops

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Agenda

- Define purpose, goals and objectives
- Review ITIL lifecycle and improvement scope
- Key CSI Models
- Pain Value Analysis
- Summary and questions

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What is Continual Service Improvement?

- Purpose:
 - Manage learning and improvements
- Goal:
 - Continually align/realign to changing business needs
- Objectives:
 - Measurements and Reporting
 - Identify and implement Improvements that support effectiveness, cost-effectiveness, and efficiency

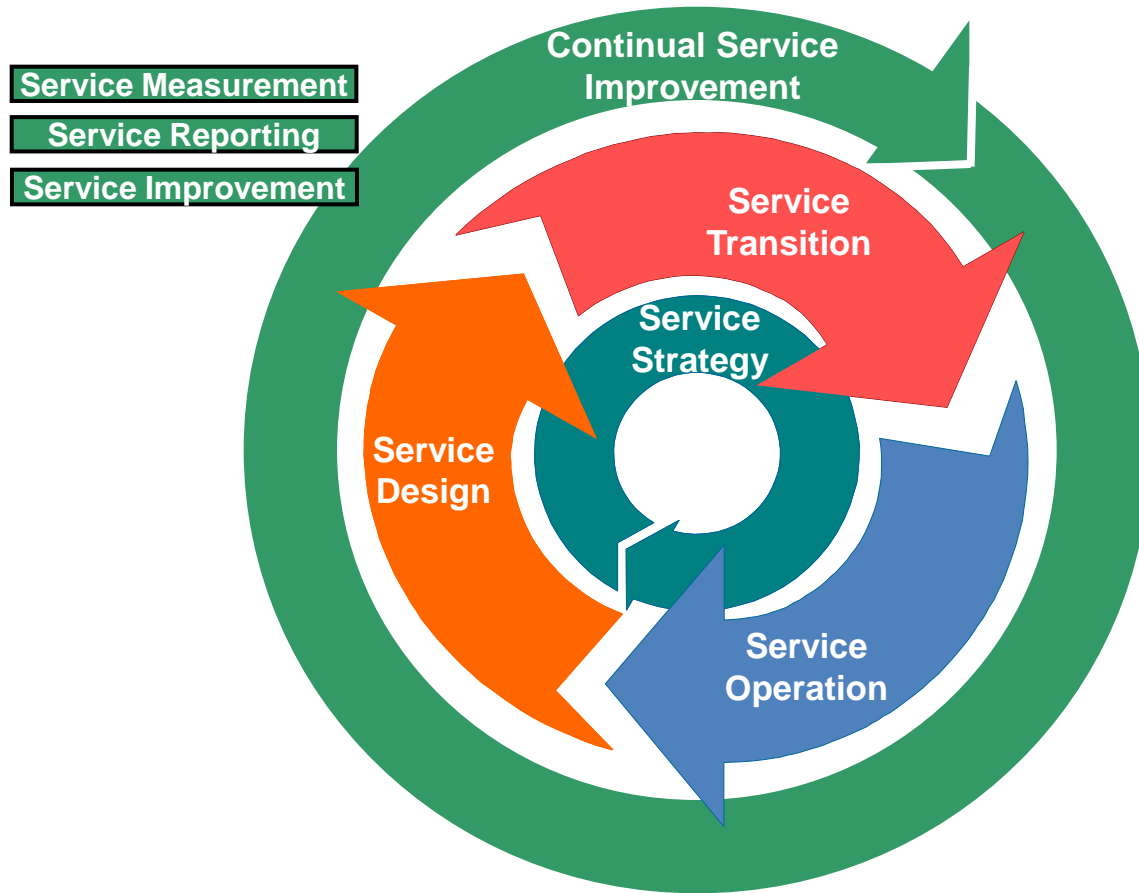


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ITIL® v3 Service Lifecycle

Continual Service Improvement

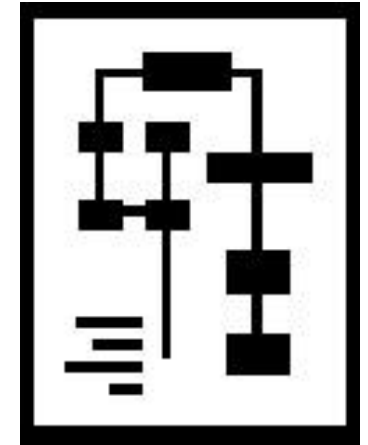
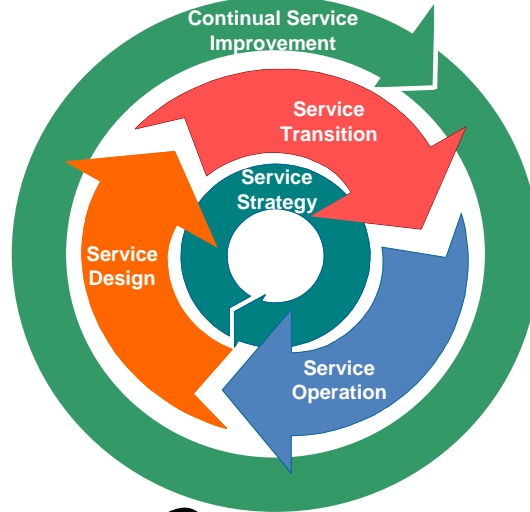


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What's our Scope?



Services



Processes



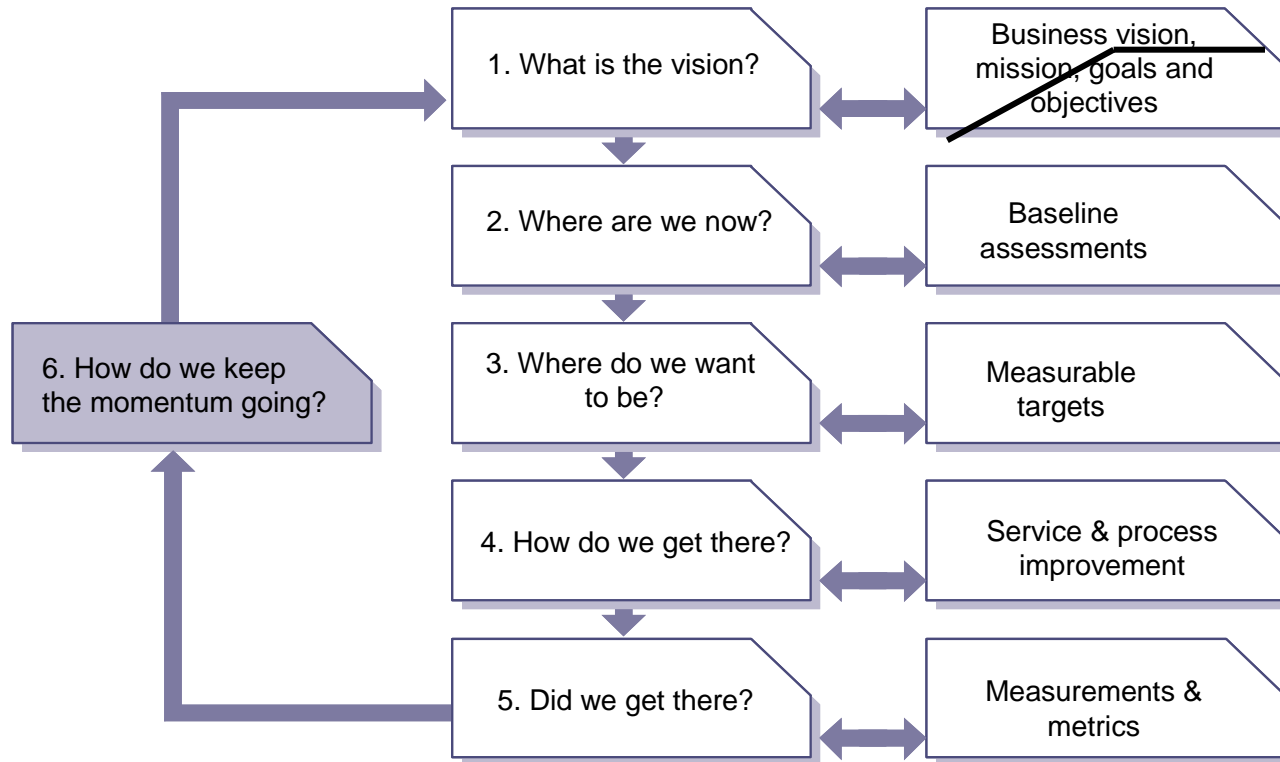
Business
and IT



Technology

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Key Concept: Continual Improvement Model

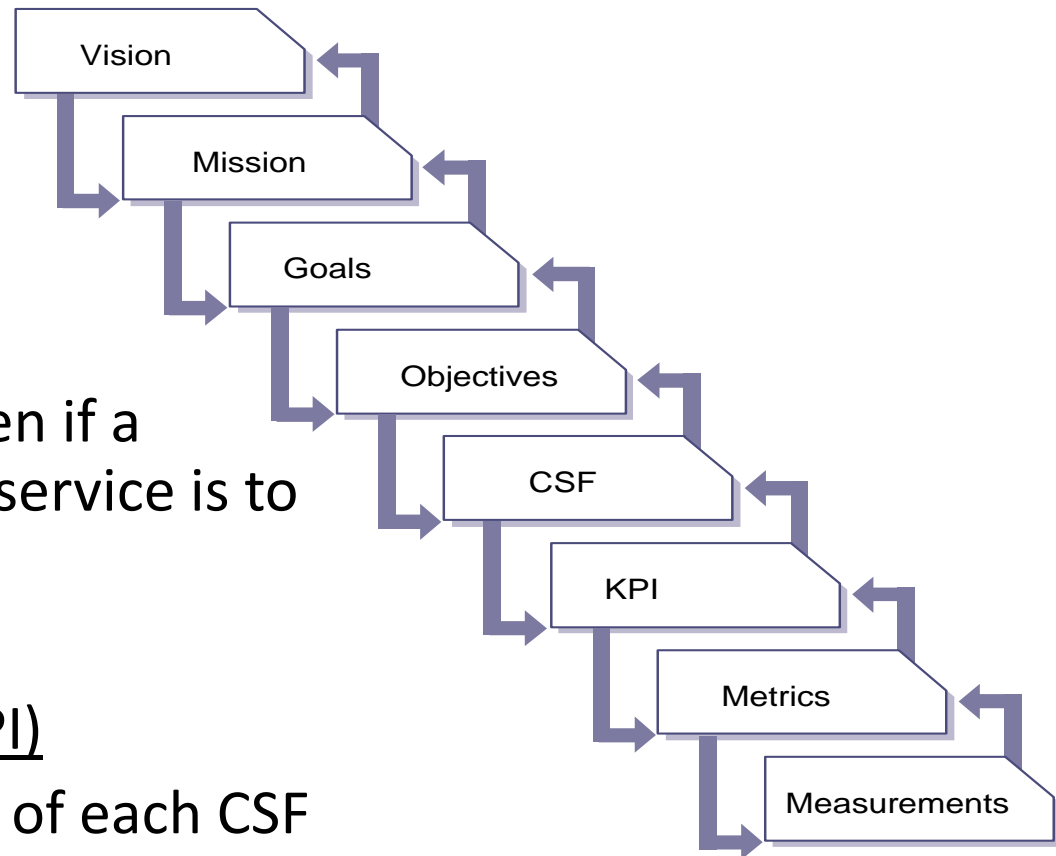


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Key Concept: Measurements and Reporting



Critical Success Factor (CSF)

- Something that must happen if a process, project, plan or IT service is to succeed

Key Performance Indicator (KPI)

- Measures the achievement of each CSF

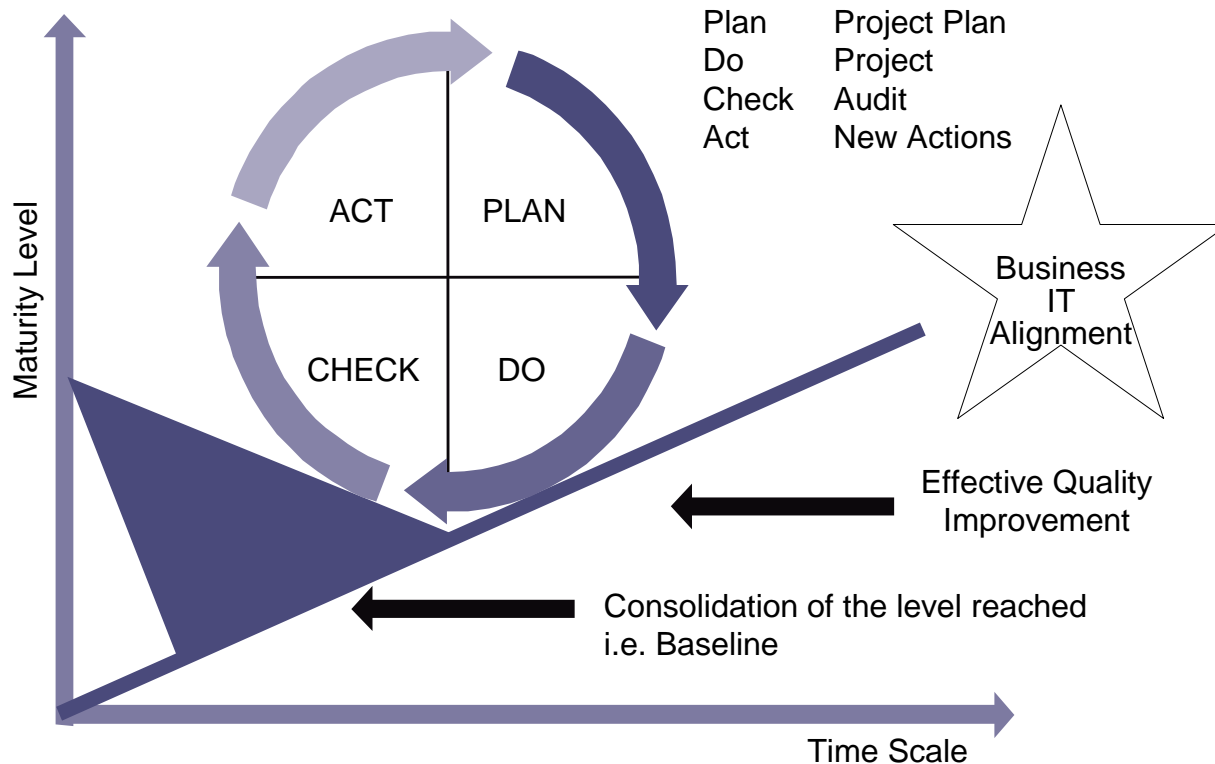
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Key Concept: Deming's Quality Circle

Continuous quality control and consolidation



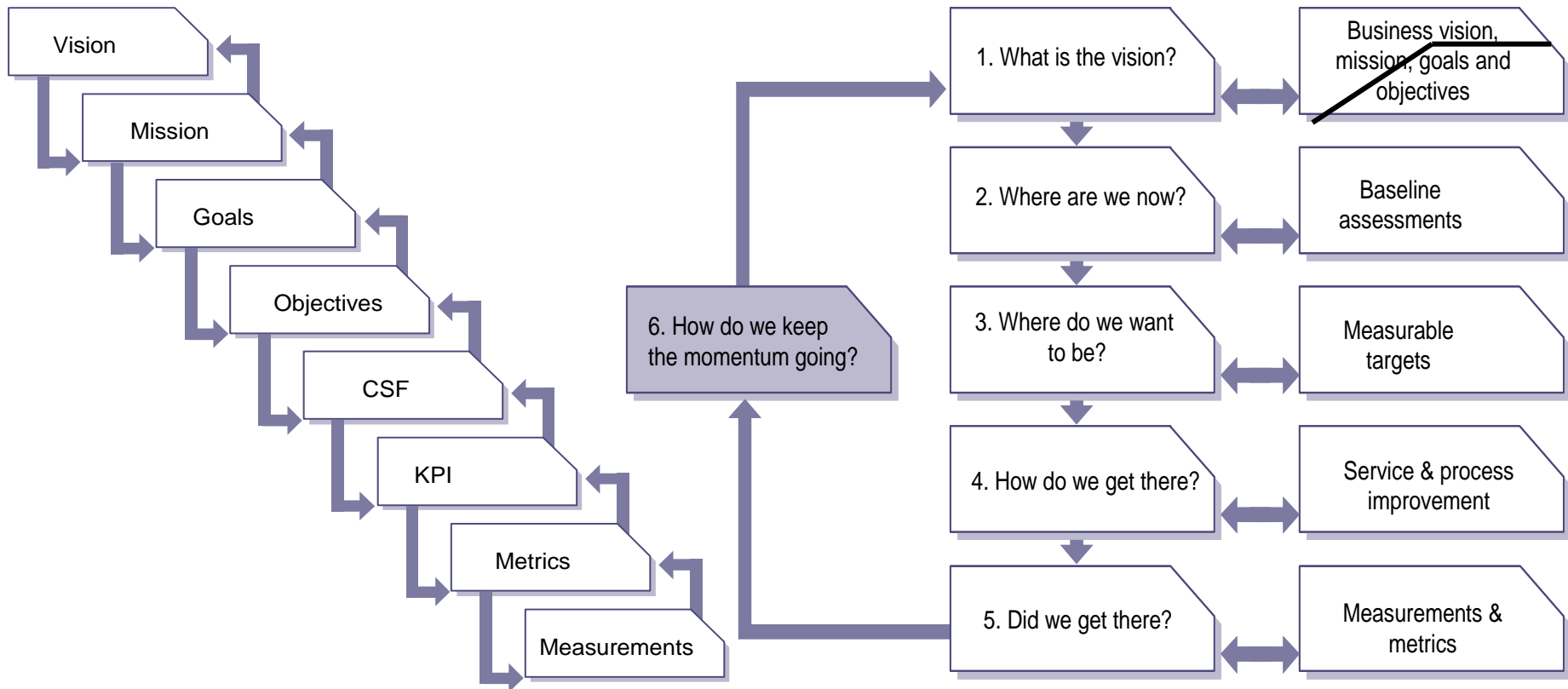
- Goals & Object.
- Quick wins
- Short cycles
- Consolidation
- Learning

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Merging the Concepts



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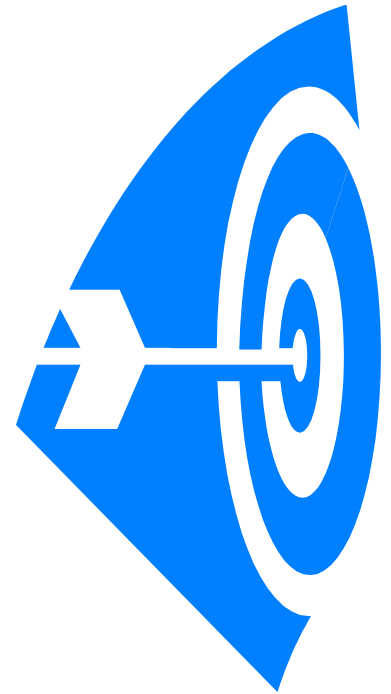
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Key Improvement Activity: Pain Point (Value) Analysis

- A formal or informal technique used to identify, assess and prioritize improvements
- Requires several ingredients for success:
 - Brainstorming
 - Stakeholder Involvement
 - Prioritization (based on goals and objectives)
 - Problem Solving (looking for root causes)
 - Problem Structuring (work-arounds and related solutions)
 - Problem Sequencing (Quick Wins and Mid/Long term wins)
 - Project Management

Summary

- Target and align your Goals and Objectives to achieving a larger vision where possible
- Use Pain Point (Value) Analysis to baseline where you currently are and what's causing you the most pain and suffering
- Problem solve and create project plans that apply the Deming principles of short cycles and quick wins
- Learn and repeat...



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Thank You!

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- On-Demand Resources
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- ITSM On-site or Virtual Resources
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We want to create breakthroughs in your organization, to help you implement IT Services more effectively.

It includes the following:

- Our Thought Rock library of free templates and supporting webinars around IT Services, Agreements, Processes, and additional supporting elements of IT Service Management. Take them and make them your own. [See our templates now >>](#)
- Free regular webinars with relevant themes walking you Through the templates. [See our webinar schedule now >>](#)
- Roundtables with high-level industry executives discussing breakthrough topics in select cities. [Contact us to learn more now >>](#)
- Paid training sessions allowing you to dig deeper into the topics discussed. This is offered both in a group and one-to-one basis. [See our schedule of training sessions now >>](#)

To access The Breakthrough Series from Thought Rock, you will need a username and password. [Register now](#) or [Contact us](#) to learn more.

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