

# Continual Service Improvement

The Only Way Is Up

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# Embedding CSI



# Continual Service Improvement

Why do we need CSI – no really

How do we fit it into our organisation

- Challenges
- Practical proven methods





# The earliest thought leader in CSI


*HERE is Pooh Bear, coming downstairs. Bump, bump, bump, on the back of his head.*

*It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it.*

AA Milne 1926

# Objectives of CSI

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1. Review, analyse & make recommendations on improvement opportunities.
  2. Review & analyse Service Level achievement results.
  3. Identify & implement individual activities to improve IT service quality, & improve the efficiency & effectiveness of enabling ITSM processes.
  4. Improve cost effectiveness for delivering IT services without sacrificing customer satisfaction.
  5. Ensure applicable quality management methods are used to support continual improvement activities
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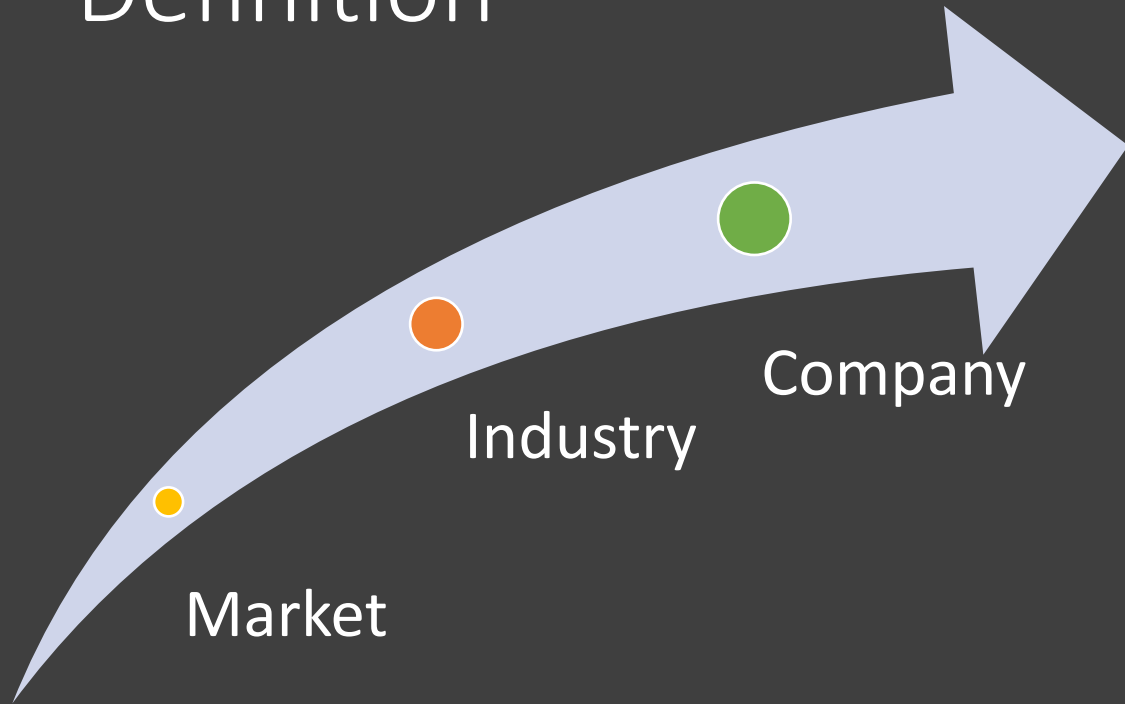
## Standing Still Is going backwards

- 60% of businesses listed on the stock exchange in 1980 are no longer running

Services remain – Service delivery has changed



# Strategic Contextual Horizon Definition



# Designing CSI to support your strategy

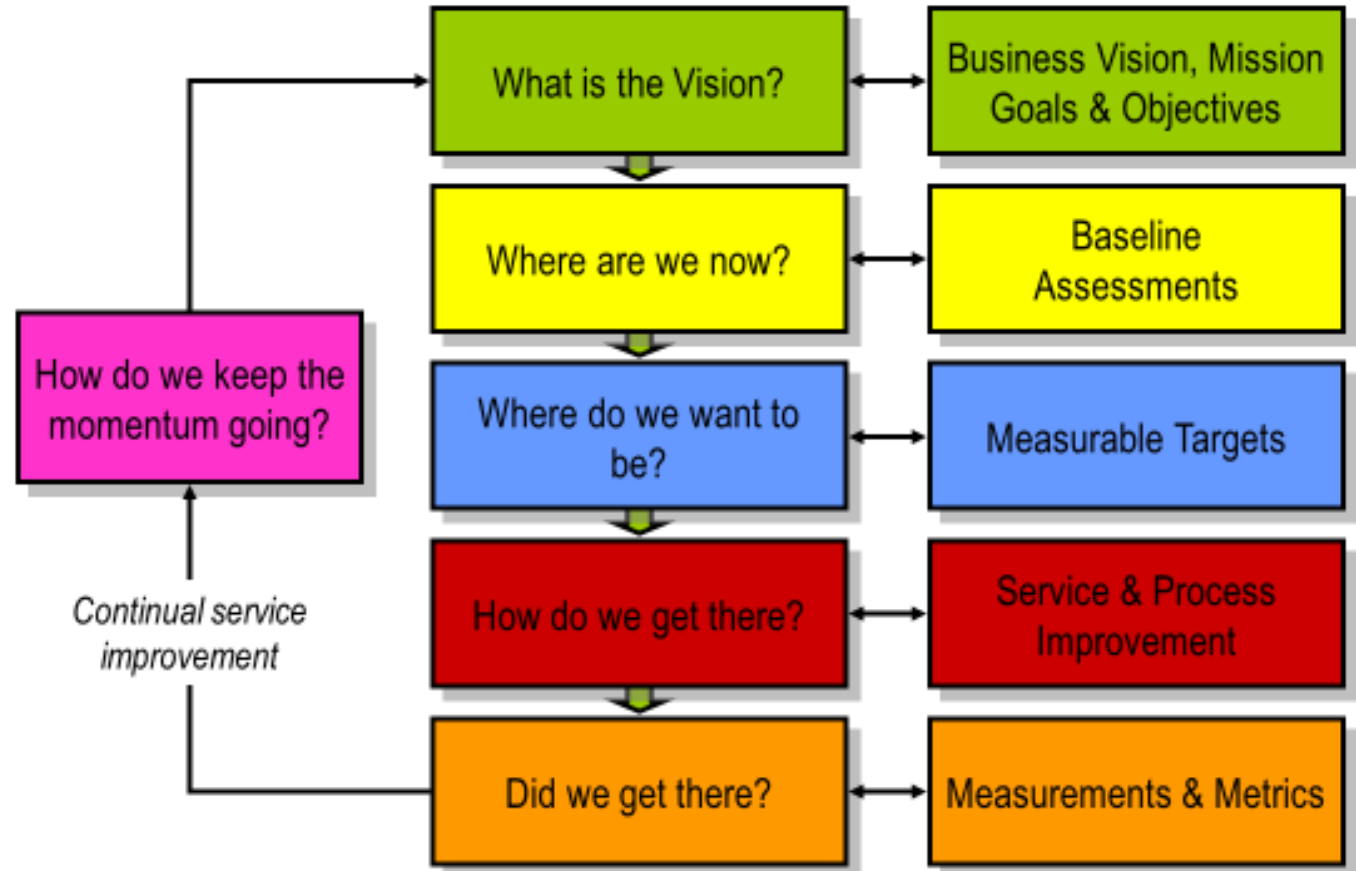
- Must be considered at the design stage
- Service Lifecycle Plan
- Service Review
- Approach
- Mechanisms
- Skills





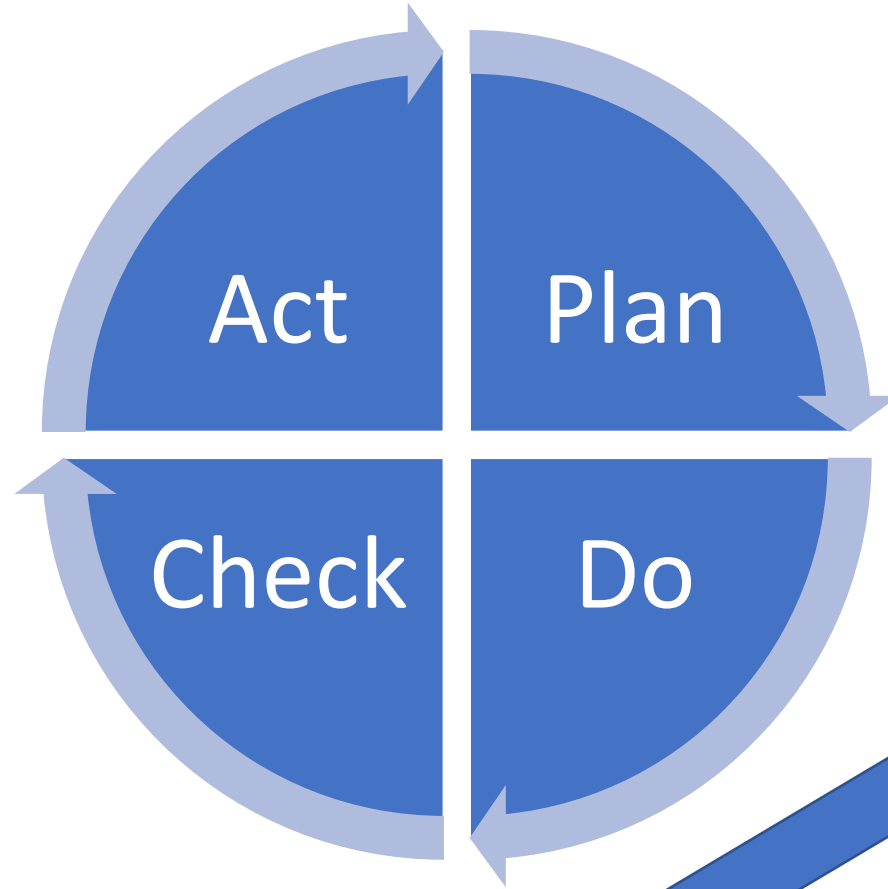
# Models to help

## Continual service improvement model



## Kotter's 8 steps





Reporting is your  
engine  
Data is your fuel

- Overcoming inertia
  - How do we start this engine
  - What's the spark that's going to bring it to life



## Current situation

1. We are always quick to make comment of what we should be doing or how we can/should fix things
2. We don't have an approach to back it up with evidence



## Suggested Service Improvements

- Delivering and developing a successful service improvement strategy has to be a holistic and structured approach



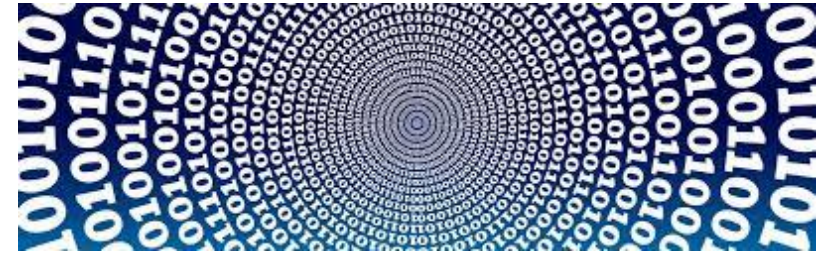
## Key approaches adopted

- Add new request classifications to your ITSM tool
  - Suggested Service Improvements (SSI)
- Add a new processes
- Sell to support staff
- Involve support specialists



# Suggested Service Improvement

1. This activity is designed to support an organisations continual service improvement plan  
The main priority & intent of having a classification section **Suggested Service Improvement (SSI)**, is to allow the support specialists working on a specific request to identify and record, based on their experience, a suggested improvement which can then be reviewed, and if beneficial, implemented and sold back to the business.  
Justification for change  
Supporting the problem management process  
Improved customer & team satisfaction  
A more reliable & improved IT service  
Reduced resource commitment by support staff  
Highlight a customer training or educational need  
Improved processes, procedures & documentation





# Suggested Service Improvements

- The person resolving or completing the activity is best placed to flag this *...right there and then*, not later on

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- ◆ Customer review required
  - ◆ Availability review required
  - ◆ Capacity review required
  - ◆ Hardware review required
  - ◆ Major incident review required
  - ◆ Performance review required
  - ◆ Procedure review required
  - ◆ Review of process or policy required
  - ◆ Security review required
  - ◆ SLA or OLA review required
  - ◆ Software review required
  - ◆ Vendor/3rd party or supplier review required
  - ◆ Training review required
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# Business Benefits:

- Direct staff contribution to service improvement on call closure
- Leveraging staff specialist knowledge & skills
- Stopping repeat calls & unnecessary interruptions
- Helping your colleagues
  
- **Question:** Do I need to record an SSI against **every** request
- **NO**, You should only specify an SSI where you believe, based on YOUR expertise and knowledge that this suggestion will contribute to an improved service.



## Outcomes

- CSI forces us to adopt more proactive working practices
- CSI allows us to identify & demonstrate our successes & areas for improvement
- CSI is not difficult, just different



People need  
improvement too

Early Engagement

Queuing Time – 15%

Seating Time – 10%

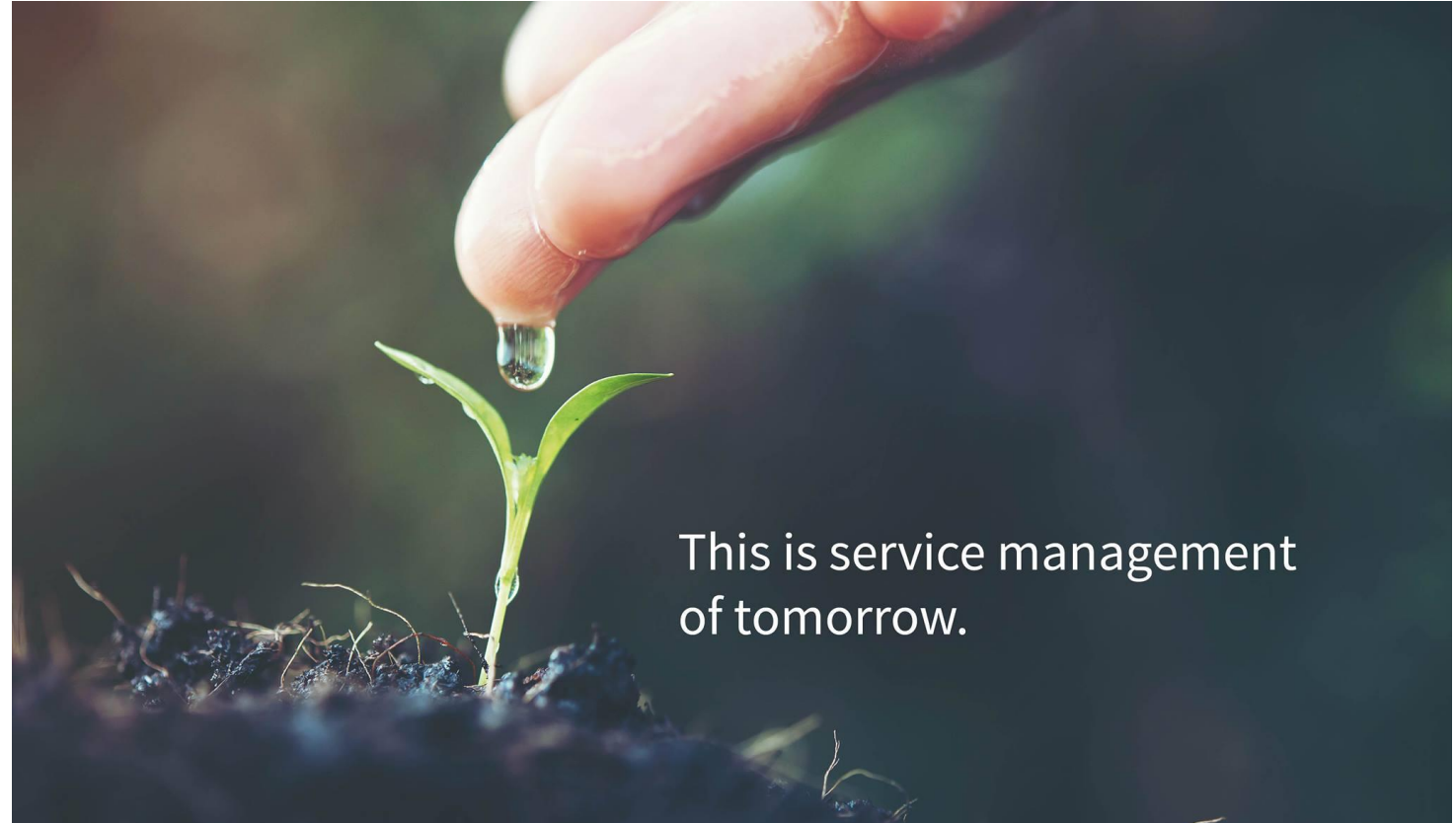
Customer satisfaction +28%



# Nudge theory



Plant Continual  
Service  
Improvement  
and watch it  
grow



This is service management  
of tomorrow.



# Thank you for listening

Any Questions

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