

YaSM® – Improve the services



Service Improvement Plan Service management checklist / document template

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Checklist: Service Improvement Plan - SIP

Definition

The service improvement plan (SIP) is used to manage service improvement activities and report on their status throughout their lifecycle. There may be one service improvement plan for all services or dedicated plans for the various services managed by the service provider. The addition of new items to the SIP is often triggered by service reviews, although other service management processes may also suggest improvements to services.

Typical contents

1. Service improvement plan name and its identifier
 - The name and/or identifier of the service improvement plan (if there are several service improvement plans, for example for particular sets of services)
2. Service improvement plan owner
 - The individual in charge of the service improvement plan (this will often be the service owner)
3. Service improvement initiatives
 - Items in the SIP describe initiatives (projects or individual items) of improving a service. Service improvement initiatives are often reported because they impact service quality (e.g. in terms of availability, capacity or performance) or are additional or further service scope or processes in our service that are managed. Typically, the following information is contained for each initiative in the SIP:
 - Name and short description
 - Shows the individual in charge of the initiative (often this will be a service owner)
 - Trigger (service improvement initiatives may be triggered, for example, by issues found during service reviews or customer meetings, requests for improvement or customer survey feedback, the predicted outcomes for the service provider organisation)

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- Operations plan content: Operations should be described in a manner able only to inform it was verified after completion whether the operations have been achieved
- Business case, including estimated costs and benefits
- Detailed description of the initiative for reference to documents containing detailed specifications
- The schedule or milestones (project/initialised and actual dates)
- Authorisation status
- Implementation status
- The completed initiatives: Statement as to whether the initial objectives have been achieved

References to other related information

- The system may include references to other relevant information, for example service review reports which led to the improvement initiatives

Notes and additional information

Document control information

- As service improvement plans are controlled documents, they must contain document control information, as in the following examples:

Document information

Document name	_____
Status	_____
Manager function	_____
Implementation date	_____

Service history

Version	Version date	Authoring	Validation	Authorisation date	Authorised by
1.0	2023-01-01	John Doe	John Doe	2023-01-01	John Doe
1.1	2023-02-01	John Doe	John Doe	2023-02-01	John Doe

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Product-Focused Software Process Improvement Oscar Dieste, Andreas Jedlitschka, Natalia Juristo, 2012-05-31 This book constitutes the refereed proceedings of the 13 International Conference on Product Focused Software Process Improvement PROFES 2012 held in Madrid Spain in June 2012 The 21 revised full papers presented together with 3 short papers and 4 workshop and tutorial papers were carefully reviewed and selected from 49 submissions The papers are organized in topical sections on process focused software process improvement open source agile and lean practices product and process measurements and estimation distributed and global software development quality assessment and empirical studies

Continual service improvement , 2007-05-30 This publication focuses on continual service improvement CSI from both an IT service and IT service management perspective It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques The guidance is written for managers and practitioners at all levels

ITIL V3 Planning to Implement Service Management Colin Rudd, 2010 This handbook provides advice and guidance to organisations considering implementing service management It features a six step process to planning service management implementation relationships roles organisation structure and enablers and blockers to successful service management

Service design Great Britain. Office of Government Commerce, 2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing

IT Service Management Best Practices Using IBM SmartCloud Control Desk Axel Buecker, Bo Batty, Jason Brown, Alex Chung, Samuel Hokama, Aurelien Jarry, Leonardo Matos, Daniel Wiegand, IBM Redbooks, 2013-12-12 SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions It does so through automated service request handling efficient change management and optimized asset lifecycle management across IT and enterprise domains SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license install and manage multiple ITIL processes under one price point It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility SmartCloud Control Desk improves efficiency and quality of service by unifying asset change and problem management It lowers cost and mitigates license compliance risk by performing end to end software asset management It also delivers an adaptive role based simplified UI that can be more intuitive for novice users which reduces training costs while allowing access from anywhere at anytime through mobile device support that includes BlackBerry iOS and Android In addition SmartCloud Control Desk supports both a profit center business model for internal IT organizations and an external Service Provider model It allows organizations to manage customers and customer

agreements and bills for managed assets usage and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle You can deploy SmartCloud Control Desk in a variety of ways traditional on premise SaaS VM image This approach can make it more affordable to meet your current business needs and seamlessly move between delivery models while keeping the same functionality This IBM Redbooks publication covers IBM SmartCloud Control Desk product configuration customization and implementation best practices

Service Desk Analyst Bootcamp Rob Botwright, 2024 Introducing the ultimate guide to mastering the art of service desk management The Service Desk Analyst Bootcamp bundle is your go to resource for mastering the maintenance configuration and installation of hardware and software systems With four comprehensive books packed with essential knowledge and practical tips you ll be equipped to tackle any challenge that comes your way In Book 1 Service Desk Essentials A Beginner s Guide to Hardware and Software Basics you ll build a solid foundation in hardware and software fundamentals From understanding hardware components to navigating operating systems this book covers everything you need to know to get started in the world of IT support Ready to take your troubleshooting skills to the next level Book 2 Mastering Service Desk Troubleshooting Configuring Software for Efficiency is here to help Learn how to identify and resolve common software issues optimize performance and troubleshoot compatibility problems like a pro Dive deeper into hardware maintenance and optimization with Book 3 Advanced Service Desk Techniques Hardware Maintenance and Optimization From hardware diagnostics to preventive maintenance you ll discover expert strategies for keeping your systems running smoothly And finally in Book 4 Expert Service Desk Strategies Installing and Managing Complex Software Systems you ll learn how to tackle the most challenging tasks in software deployment and management From deploying enterprise level applications to managing complex configurations you ll gain the skills you need to excel in your role Whether you re just starting out in IT support or looking to level up your skills the Service Desk Analyst Bootcamp bundle has you covered Get your hands on this invaluable resource today and become the ultimate service desk analyst

A Study Guide to Service Catalogue from the Principles of ITIL V3 Hank Marquis, APMG-International, 2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process

Quality

Management for IT Services: Perspectives on Business and Process Performance Praeg, Claus-Peter, Spath, Dieter, 2010-09-30 This book gives both scientists and practical experts an insight into the many different facets of IT service quality management Provided by publisher

Service transition, 2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

Continuous Quality Improvement - Advancing Understanding of Design, Application, Impact and Evaluation of CQI Approaches Ross Bailie, Sarah Larkins, Edward Broughton, 2017-12-12 Continuous Quality Improvement CQI methods are increasingly widely used to bridge the gaps between the evidence base for best clinical practice what actually happens in practice and the achievement of better population health outcomes Among a range of quality improvement strategies CQI methods are characterised by iterative and ongoing use of specific processes to identify quality problems develop solutions and implement and evaluate changes The application of CQI processes in health is evolving and evidence of their success continues to emerge There is however a need to enhance understanding of how best to implement scale up and evaluate CQI programs for the purpose of improving quality of care and population health outcomes in different contexts This research topic aims to attract articles that add to knowledge of useful approaches to tailoring CQI methods for different contexts or purposes and for implementation scale up and evaluation of CQI interventions programs

Service strategy Great Britain. Office of Government Commerce, 2007-05-30 This volume provides guidance on how to design develop and implement service management both as an organisational capability and a strategic asset It is a guide to a strategic review of ITIL based service management capabilities with the aim of improving their alignment with overall business needs It is written primarily for senior managers who provide leadership and direction in the form of objectives plans and policies It is also benefits managers at other levels by explaining the logic of senior management decisions

Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce, 1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents

Managing Change in IT Outsourcing Albert Plugge, 2012-11-12 Through case studies this volume provides evidence that a link between sourcing capabilities and organizational structure contributes to a positive sourcing performance Reveals that providers who are able to adapt to changing client circumstances whilst establishing a fit succeed in achieving a sustainable performance

The ISM method version 5 Wim Hoving, 2024-01-31 Customers expect increasingly valuable IT services services that are flexible reliable secure and efficient Services that optimally support their users in their work At the same time IT organizations are struggling with rapidly changing applications and techniques increasing compliance requirements suppliers and a shortage of employees ITSM methods such as ITIL DevOps XLA IT4IT and SIAM are valuable and provide

many insights and guidelines and are set up in practice but due to their complexity and size they are almost never successfully applied The road to go is a result oriented applicable method that is compact and complete and maximally supports the entire IT organization in creating valuable IT services A method that is both manageable and executable ISM Version 5 Integrated Service Management uses just seven processes to organize the supply chain from customer to suppliers and from strategy to operations It supports the professionals with compact recognizable and applicable frameworks and supports the managers with result oriented and clear control The holistic design guarantees the coherence in the method across the entire service delivery chain In ISM Version 5 the most important ITSM developments of recent years such as customer value experience management agile and OBM are integrated into one single solution that is exceptionally applicable due to its compactness and extremely efficient due to its completeness With ISM Version 5 every IT organization is offered a clear perspective that can be adopted at its own pace This book is primarily aimed at all managers and professionals in the IT organization who want insight into the possibilities of result oriented IT Service Management In addition to the ISM foundation training it also forms the basis for the ISM foundation exam ISM smart co creation of customer value

ITIL Foundation Exam Study Guide Liz Gallacher,Helen Morris,2012-08-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don t want to skip on information or preparation then this study guide is for you

Out of the Present Crisis Terence T. Burton,2012-05-21 Today organizations have achieved an overall failure rate above 80 percent with Lean Six Sigma Lean Six Sigma and continuous improvement in general This is certainly not due to a shortage of books consultants and other online resources about the methodologies and tools or the success stories of Toyota and others However it is due to a shortage of knowledge and practice about the most critical success factors of improvement leadership sustaining infrastructure behavioral and cultural transformation and now emerging technology These factors produce 90 percent of the success with continuous and sustainable improvement the methodologies and tools represent an irrelevant 10 percent For decades most organizations have focused on this quick and easy irrelevant 10 percent through an

endless series of fad in vogue improvement programs as they attempt to mimic the best in class practices of the most successful organizations Out of the Present Crisis Rediscovering Improvement in the New Economy is the contemporary version of Deming s famous 1982 book Out of the Crisis The author builds a solid case for organizations to aggressively pursue the next generation of systematic and sustainable improvement through a combined strategy of Deming s back to basics innovation and breakthrough thinking integration of emerging and enabling technology and adaptive improvement across diverse environments and industries The book s practical pragmatic style is backed up by many real world examples and personal experiences If you re looking for another book about Lean or Six Sigma tools this is not it But it is a book about how to achieve lasting success by making improvement the cultural standard of excellence and living code of conduct in organizations This popular book provides executives with an up to date and proven reference guide for rediscovering successful systematic and sustainable improvement in today s economy The author demonstrates the importance of viewing improvement as a continuous manageable process and covers the most critical success factors of leadership sustaining infrastructure behavioral and cultural transformation and emerging technology in a practical no nonsense how to do style The book provides specific guidance for all industries including public and private corporations hospitals financial services airlines municipalities and federal state and local governments Department of Homeland Security appropriations for fiscal year 2008 : hearings , Programs and Services National Library of Medicine (U.S.),2006 *Metrics* Martin Klubeck,2012-01-13 Metrics are a hot topic Executive leadership boards of directors management and customers are all asking for data based decisions As a result many managers professionals and change agents are asked to develop metrics but have no clear idea of how to produce meaningful ones Wouldn t it be great to have a simple explanation of how to collect analyze report and use measurements to improve your organization Metrics How to Improve Key Business Results provides that explanation and the tools you ll need to make your organization more effective Not only does the book explain the why of metrics but it walks you through a step by step process for creating a report card that provides a clear picture of organizational health and how well you satisfy customer needs Metrics will help you to measure the right things the right way the first time No wasted effort no chasing data The report card provides a simple tool for viewing the health of your organization from the outside in You will learn how to measure the key components of the report card and thereby improve real measures of business success like repeat customers customer loyalty and word of mouth advertising This book Provides a step by step guide for building an organizational effectiveness report card Takes you from identifying key services and products and using metrics to determining business strategy Provides examples of how to identify collect analyze and report metrics that will be immediately useful for improving all aspects of the enterprise including IT *Information Technology Governance and Service Management: Frameworks and Adaptations* Cater-Steel, Aileen,2008-08-31 Increasingly information technology governance is being considered an integral part of corporate governance There has been a rapid increase in

awareness and adoption of IT governance as well as the desire to conform to national governance requirements to ensure that IT is aligned with the objectives of the organization Information Technology Governance and Service Management Frameworks and Adaptations provides an in depth view into the critical contribution of IT service management to IT governance and the strategic and tactical value provided by effective service management A must have resource for academics students and practitioners in fields affected by IT in organizations this work gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks adoption and incorporation

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