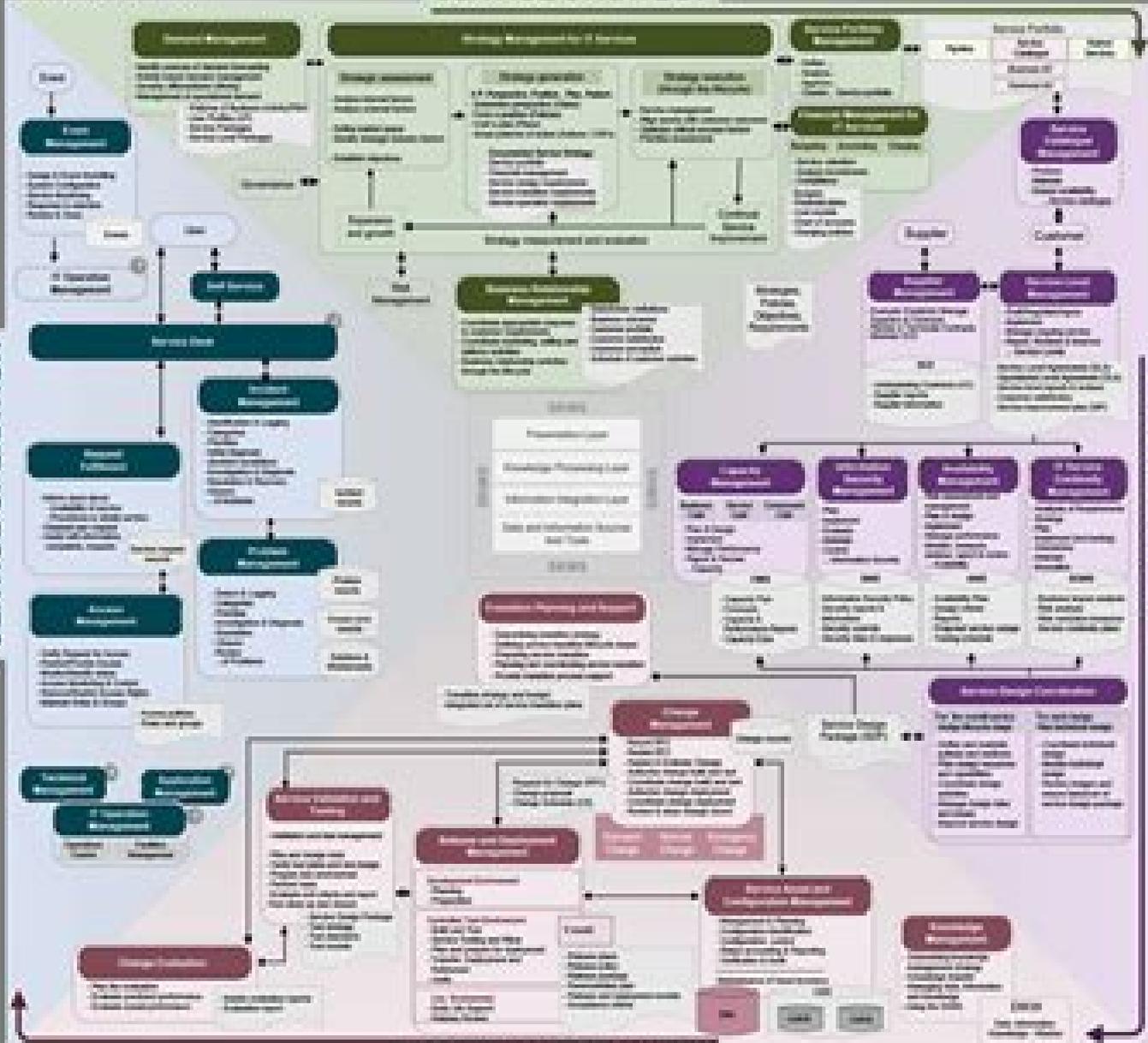
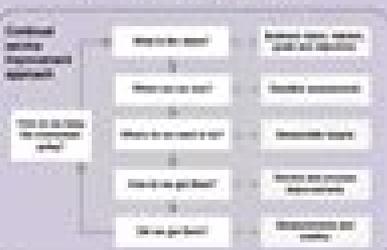


SERVICE STRATEGY



CONTINUAL SERVICE IMPROVEMENT



3-Step Improvement Process



- 1. Identify the current state of the service and the target state.
- 2. Analyze the current state to identify the causes of the gaps between the current state and the target state.
- 3. Plan the improvement process, including the resources, time, and effort required.
- 4. Do the improvement process, implementing the changes identified in the plan.
- 5. Check the results of the improvement process, comparing the current state to the target state.
- 6. Act on the results of the improvement process, taking corrective action where necessary.

SERVICE TRANSITION

SERVICE DESIGN

SERVICE OPERATION



ITS
INTEGRATED IT SERVICES

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