

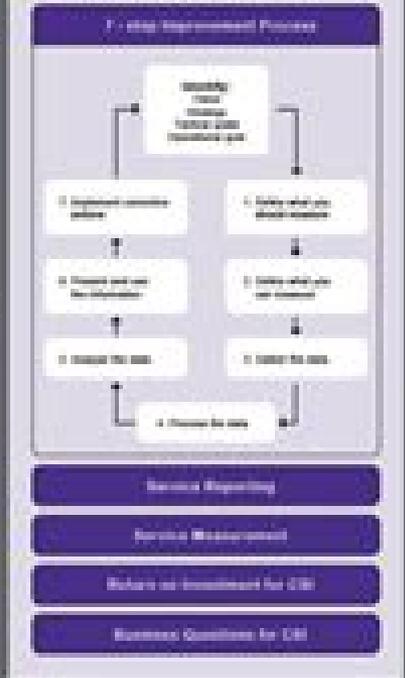
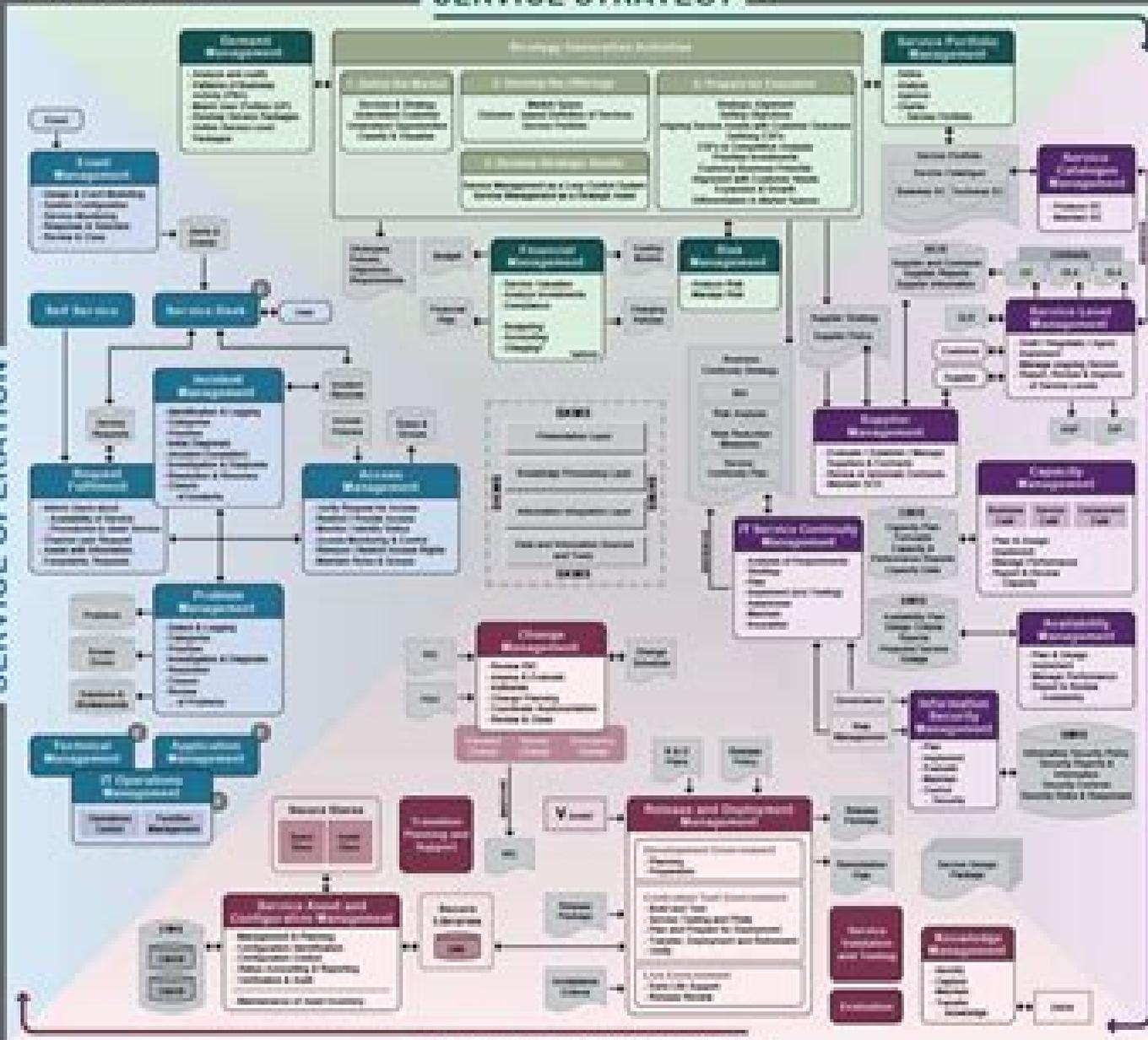
SERVICE STRATEGY

CONTINUAL SERVICE IMPROVEMENT

SERVICE OPERATION

SERVICE DESIGN

SERVICE TRANSITION



Continual Service Improvement (CSI) is a key component of the ITIL Service Lifecycle Model. It is a process that enables organizations to identify, plan, implement, and measure improvements to their services. The CSI process is a continuous cycle that involves identifying areas for improvement, evaluating options, implementing changes, and measuring the results. The CSI process is supported by a framework of activities, including service reporting, service measurement, business investment for CSI, and business questions for CSI.

Itil V3 Service Operation Study Guide

L Darling-Hammond



Itil V3 Service Operation Study Guide:

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