



Six Benefits of Using ITIL Continual Service Improvement

The Information Technology Infrastructure Library (ITIL) was formed primarily to guide the IT sector in producing manageable systems and applications. It was built on the principle of sharing accumulated knowledge that spans two decades of experience from renowned and reputable IT service management organisations.

Budding IT managers can take advantage of the more than useful nuggets of wisdom contained in ITIL and form a stronger and more reliable service delivery capability. Aside from the included frameworks and varied suggested strategies; ITIL can also help service owners to produce and deliver services in a relatively stable lifecycle with the help of one of the best features of ITIL version 3 - namely ITIL Continual Service Improvement (CSI).

CSI is a great process and best practice set to employ, as it is tasked to keep an eye on the various service applications and service operations within the service lifecycle of a company.

It helps identify and monitor processes and it can help ease the unnecessary worries and problem areas of a service operation - with its proactive approach and keen sense of improvement on the services of the business.

Although ignored by most businesses, CSI can offer tons of key advantages, all of which aim to keep track and boost the progress of a service across its lifecycle.

Here are just **a few of the benefits that a company can attain** when they apply CSI as a service function:

1. **A relative improvement on the quality of the business operations**

Having the advantage of fully knowing how their services operate and function on various levels of the work cycle, managing change and delivering services can be much easier for the service owners.

2. **Staff productivity improvement**

As CSI thoroughly monitors the service lifecycle, it would be easier for them to identify which services or applications are frequently in dispose, and which of those are experiencing frequent errors in a work turnaround. Having this knowledge at hand, it would in turn help the staff to work faster and easier with a more stable work environment. ITIL Training can significantly increase the internal knowledge base of an organisation too.

3. **CSI strengthens the bond between client and IT provider**

As CSI keeps the errors in check and helps to minimize service breakdowns in a service delivery, customers will be more than likely pleased with the results and the delivery of their requested services from their IT provider.

4. **Gives a better view of the management operations and services**

Transparency is the key element in CSI operations. With their vigilant monitoring of the service lifecycle, ITIL CSI can help procure a better and clearer view of the management operations and services.

5. **Output quality improvement**

CSI aims to produce better output quality, as it notes every service problems and hang ups within the service organization. With this accumulated knowledge, the service provider can learn from their mistakes and when this occurs again, it would be easier for them to fix or avoid the problem all together. As the company experiences less errors, the service owners can focus their resources in producing better services and products.

6. **CSI keeps the costs in check**

Employing CSI in the service lifecycle can give the company a great opportunity to keep their budget in check and relatively stable. As CSI aims to fix the server errors and problem areas of an application, its vigilance and dedication helps keep a company from experiencing major breakdowns in the future.

Benefits of ITIL CSI to the IT Service Organization

It is pretty risky to build an ITIL CSI process on your own. As with every initiative, even though you chose to be in an area or role that is booming and in demand, there is no guarantee that you will be able to regain the benefits that you had initially laid out.

A great process owner should figure out a way to maximize their options and fully gain advantage from all of the opportunities that are apparent. Being able to thoroughly learn all the processes included in the Information Technology Infrastructure Library (ITIL) would be a big help in making this a reality.

Along with the many structured processes in the ITIL, Continual Service Improvement (CSI) is one of the pivotal areas that could truly set your IT service operation apart from the threats of outsourcers. By implementing CSI holistically across the various businesses IT operations, it will certainly help in the ongoing improvement and development of the service management processes that underpin the catalog of services on offer.

ITIL CSI can enhance the IT service organization in several ways:

1. A better view of the management structure and cost of services

As CSI is tasked to monitor the different service operations in a business, it would make it easier for owners and IT service management to figure out which services need more/better attention and which can be eliminated or downsized in the service process. Being aware of which services can benefit your business further would also help you spend your budget more wisely in the future.

2. ITIL CSI can improve the team's interactivity, efficiency and effectiveness

With CSI providing an ongoing input into each key component of the service operation, key information can be easily relayed to the rightful team members that can quickly enhance the problem areas of the company. A quick and efficient response from the core management team can create a better atmosphere for all the members of the IT staff.

3. ITIL CSI gives a chance to view the company's future capabilities

CSI does not just work to fix the problem areas of a company, but with its comprehensive look on the company's daily processes, it can help map out the future capabilities of the IT Service Providers business. CSI also reviews possible new applications that can greatly benefit the firm in a way that could further attract new customers or build loyalty with existing ones.

4. Gives a clearer view of the business and can be a great reference point

As CSI logs the various service performances of each business operations, compiled information can greatly help the improvement of the company. As it is one of the benefits of implementing CSI, having the information regarding past IT problems and flaws in any of the business operations would be an extremely useful reference source.

5. ITIL CSI offers better customer satisfaction

ITIL CSI can, if leveraged correctly, offer enhancement opportunities for the IT service organization, making it more viable and attractive to the business and its customers.

As a company slowly lowers their risk of failure in their IT Service Delivery and performance, businesses can take some pleasure in developing a stronger, longer and more robust series of service level agreements.

Bron:

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