22. CONTINUAL SERVICE IMPROVEMENT

	Topic/Question
22.1	**CSI Register** Does the tool allow a new CSI initiative to be started/opened? --- -
22.2	**What to Measure** Can the tool record what should be measured? It may only be necessary for the tool to hold a manually created list. --- -
22.3	**Possible to Measure** Can the tool record what can be measured? --- -
22.4	**Gather Data** Can the tool gather data that is relevant to service improvement? Does this data link to, and update relevant plans (eg availability and capacity)? --- -
22.5	**Data Processing** Can the tool produce reports from the data gathered? Typically, reports would be by logical groupings, such as by service performance and show any trends that are occurring. --- -
22.6	**Data Analysis** Does the tool assist with the collection and analysis of the improvement business case (the 'as is' and 'to be' gap, the improvement context, cost, projected business value and net return justifying the improvement) and the actual business value of the improvement net of the cost of the improvement? --- -
22.7	**Presenting Information** Does the tool present information so that the different perspectives of customer, financial, internal and 'innovation & learning' are presented according to their particular goals and critical success factors. ---

22.8	Improvement Information Presentation Audience
	Does the tool enable the grouping of people in the hierarchy to enable the correct level of detail to be given to each level? Eg, operations management may require more detail than directors.
22.9	Corrective Actions
	Can the tool record and link to corrective actions to drive service improvement with links to the associated service requests, RFCs, change proposals, SIPs, and/or project and service portfolios?
22.10	Financial Control
	Does the tool accommodate financial information relating to improvement initiatives?
22.11	Metrics
	Can the tool accommodate metrics for technology (eg, for components and apps), processes (eg, CSFs and KPIs) and services (eg, end-to-end services)?
22.12	Business Case
	Does the tool enable creation of a business case, linked to the initiative in the CSI register, to justify the reasons for undertaking an improvement initiative?
22.13	CSI Approach
	Does the tool support the 5 stages of the CSI approach? Includes the steps from the vision to did we get there (the model is different from the 7 step process).
22.14	Gap Analysis
	Does the tool enable a gap analysis to be carried out? This should include the gap between the 'as is' situation compared with the 'to be' aims.

22.15	Governance Does the tool link all process and service CSFs, KPIs, metrics and measurements to the respective purpose (process), goals (service), objectives, mission and vision? This should be a criterion for every process. -- -
22.16	Drill Down Does the tool link core business/organization measures (revenue, market share, profit, ROI, budget, outcomes, output) to the balanced scorecard of IT core strategic measures and IT operational measures to IT management process metrics? -- -----
22.17	CSI Register Does the tool enable the CSI governance body to use improvement justifications and other information to prioritise, sort, refine and track all improvements, and the requirements for them in the CSI register with version control and baselines? -- -
22.18	Interoperability Does the tool enable integration with other tools through the import, export and exchange of all objects (eg SDPs, SLAs, incidents, changes, Cis and service portfolios) with other tools using an open interchange format? -- ------------