ITIL CSI - Continual Service Improvement

- Processes outside the IT Organization
  - Customer Process
- ITIL Processes outside CSI
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
- IT Service Management
  - Service Review
  - Process Evaluation
  - Definition of CSI Initiatives
  - Monitoring of CSI Initiatives
- Processes outside the IT Organization
  - Customer Process

The ITIL® Process Map:
Officially licensed ITIL® process templates as a basis for your ITIL® or ISO 20000 initiative: complete - consistent – fully adaptable to your IT organization’s needs.

In Microsoft Visio®, ARIS™ and other leading process management platforms.

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