

ITIL Planning to implement service management

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The planning to implement service management is a set in the [Information Technology Infrastructure Library](#) (ITIL) framework. This set is about the alignment of business needs and IT provision requirements. Besides, this set describes how to implement or improve [IT Service Management](#) within an [organization](#) and it describes steps to ensure that business needs and IT provision requirements will be met. Furthermore, the planning to implement service management set is mainly focused on the service management processes, but also generically applicable to other ITIL sets.

An approach to implement or improve service management is the Continuous Service Improvement Programme (CSIP). A CSIP is defined as: *"an ongoing formal programme undertaken within an organization to identify and introduce measurable improvements within a specified work area or work process."* [\[1\]](#)

All the activities within a CSIP regarding *one single* improvement can be visualized generically by using the [meta-modeling technique](#). This results in a process-data diagram (figure 1), which does not describe the continuous improvement activity of the programme. The process-data diagram shows the relationship between processes and artifacts and this diagram consists of two integrated diagrams. The left-hand side of the process-data diagram describes the activities (processes) and is based on the [UML](#) activity diagram. The right-hand side describes the data (artifacts) and is based on the UML class diagram. [\[2\]](#) The table of concepts and the activity description regarding the process-data diagram can be found in the paragraph [Process-data diagram descriptions](#).

The process-data diagram shows the following activities:

- create vision
- analyze organization
- set goals
- implement IT service management
- measure goals

First, a vision has to be created and the IT and business strategies should be aligned. The second step consists of analyzing the organization and its current position. In this step an answer has to be found on the question 'where are we now?' The following step is about setting goals and priorities regarding the improvement process. The fourth step is the improvement of the service provision itself and during the fifth and final step the improvement will be measured to examine whether the goals have been met.

Figure 1: process-data diagram

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Planning To Implement Service Management

Annelies Wilder-Smith



Planning To Implement Service Management:

Unveiling the Magic of Words: A Review of "**Planning To Implement Service Management**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Planning To Implement Service Management**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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