Many organizations have adopted IT Service Management processes and often "implemented" ITIL as a project alongside their ITSM toolset. While projects may produce a moment in time result, Service Management stakeholders need to evolve and constantly adjust their approach, practices, processes and organizational alignment to meet the ever changing business transformation goals. Good practice recommends adopting a continual improvement process to maximize the effectiveness of service provision. This requires a formalized approach to improvement activities with a structured improvement register, regular investment and an iterative program to develop and adopt the changes across the organization's products, services, service components, personnel and relationships.

Our Focus

As continual improvement is an ongoing effort, we structure our services to align with the customer's iterative lifecycle, providing support at key milestones for each improvement release. We work with IT organizations and their service management stakeholders in an agile way providing ad-hoc "as needed" support while utilizing a long term engagement model. Some of the key focus areas typically associated with our support of our customer's improvement practices include:

▶ Identifying and documenting improvement opportunities across all services and practices to establish a Continual Improvement Register (CIR)

▶ Assessing opportunities and establishing the predicted value & impact of improvements

▶ Prioritizing and iteratively designing, developing, and deploying improvements

▶ Adoption planning - Ensuring adoption of improvements across the organization

▶ Measuring and evaluating improvement results to validate predicted value & impact

Our Approach

Like most Paragon services, we take a multi-perspective approach to your Continual Service Improvement program. We do this by engaging as needed and becoming a support resource to the customer's program team throughout the ongoing improvement journey. The focus of a Continual Service Improvement engagement is developed in concert with the customer leadership and key stakeholders and is adapted to meet their specific business and IT challenges. We deliver these "kaisen" services using an agile approach to ensure regular adoption of the improvements across the service value chain.

What You Can Expect

Paragon will work with the customer team to establish a formalized approach of iterative improvements to the customers IT service provider capabilities and competencies and associated proactive culture. Typical engagement deliverables include:

▶ **Customer specific continual service improvement (CSI) practices**
▶ **Continual Improvement Register**

▶ **Improvement designs**
▶ **Adoption Plans**
▶ **Improvement Measurement & Metrics**

About Paragon Solutions Group

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders.