Service Management Worksheet: ITIL

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| What is the vision? |  |
| Where are we now? |  |
| Where do we want to be? |  |
| How do we get there?  (What assets and resources are needed) |  |
| Action Steps to get there. |  |
| Did we get there?  (Assessment & Evaluation techniques) |  |
| How do we keep the momentum going? |  |