# **ITIL Continuous Service Improvement**

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Focus on value** | **Start where you are** | **Progress iteratively with feedback** | **Collaborate and promote visibility** | **Think and work holistically** | **Keep it simple and practical** | **Optimize and automate** |
| **What is the vision?** | √ |  |  | √ | √ |  |  |
| **Where are we now?** |  | √ |  | √ |  |  |  |
| **Where do we want to be?** |  |  | √ |  | √ | √ | √ |
| **How do we get there?** |  |  | √ | √ | √ | √ |  |
| **Take action** | √ |  | √ | √ |  |  |  |
| **Did we get there?** | √ |  |  | √ | √ |  |  |
| **How do we keep the momentum going?** | √ |  |  | √ | √ |  | √ |

# **Agile**



# A close up of a map  Description generated with high confidence**Scrum**