Service Improvement Process

Use this process to improve a service offering. Most often this will be used when we do a major upgrade to an application which is part of a service, such as the changes from EMS hosted to EMS cloud version. It can also be used when adding additional applications to a service landscape to increase capabilities.

Step-by-step guide

When we are upgrading an application which improves function or adds new capability, the planning should be light-weight enough to do quickly, but also should be completed thoroughly in order to ensure the changes are documented, communicated and ready to be supported.

1. This process begins when you are adding new capabilities to a service, replacing software or many times you are upgrading the software which provides the primary functionality for a service. When you begin this process, start by filling out the Service Improvement Checklist which is a MS Word template you can find here.

2. Have a discussion about the changes with your manager or the service catalog manager (currently Adriene / Likely to be transitioned to Connie) to bring the information to the SOM Leadership team for review. The SOM IT Leadership team will discuss the timing of the upgrade, to ensure it does not collide with any event or window of time that is critical for users of the service.

3. While you are making changes to the service infrastructure, or applications, you can add/update/archive any of the related objects in Insight.

4. As you continue to build out the updated service offering, and as you test new capabilities, create the knowledge pages under your Service Offering page to explain how the new features work. You should also review each existing knowledge article about a service to ensure it is up to date, and reflects the most current information about how to request access, how to sign up, how to login, how to use existing features. Create new knowledge articles by navigating to the service offering page, then select Create... and select How-to article. By using this technique, the knowledge articles will be ready for the support team when you prepare to launch the service.

5. If there are knowledge articles that are no longer needed such as old workarounds or reflect capabilities that are no longer available or needed, archive or remove the knowledge pages. The document archive process is documented here.

6. As you approach the go-live date, ensure you set-up a meeting with Client Services, or Media Services for a Service Transition Meeting - These are the tier 1 teams in SOM IT that will answer and triage initial inquiries about the service, before escalating a ticket to the next service tier.

7. In the Service Transition meeting, be sure to review the Service Introduction checklist with them, and review the knowledge articles you created and provide context about the new capabilities. Also let them know about your communication plan, as they may get inquiries prior to the upgrade if it is available as a news item through digital signage or on the SOM Event calendar.

8. Just prior to the improvement launch, do final edits of the Service Offering page.

9. The Service Catalog Manager will review the final edits to ensure consistency with other service pages and to ensure the information is clear.

10. Notify the SOM IT team and the community that the improved service is available.

11. Continue to monitor customer satisfaction with a service, and discuss service capabilities with the functional owners or those providing ownership governance to the service. This completes (and starts) the Service Improvement Cycle.

Congratulations - you just completed the Continual Service Improvement (CSI) process!
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