

ITIL continual service improvement responsibility assignment matrix

The table consists of information technology infrastructure library continual service improvement responsibility matrix to be used by businesses to manage the operations effectively. Key activities consist of service and process improvement (service management, project report requests).

Activity	Executive sponsor	Service domain owner	Service owner	Service manager	Process owner	Process manager	Process analyst
Service and process improvement decisions	A	R	R	I	R	I	
Management of service and process alignment within a service domain	C	A	R	C	R	I	I
Designs CSI initiatives	C	C	A	R	R	I	I
Manages end-to-end of all IT service	I	I	C	A	R	C	C
Checks for feasible acceleration solution and ensure alignment	I	I	C	C	A	R	C
Activate and initiate budgetary activities	I	I	C	C	C	A	R
Executes the process	I	I	C	C	R	R	A
Requests CSI project report	C	C	all process	C	all process	C	I
Creates improvement management report	I	I	I	C	A	R	R
Communicate improvement management report	C	C	C	all process	C	all process	R

Legends

-  R-Responsible
-  A-Accountable
-  C-Consulted
-  I-Informed
-  X-Participates

Itil Continual Service Improvement Template

Raffaela Di Napoli



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