

# Managed Service Process Continual Improvement Cycle

## Monitor

Monitor changes and record impact on network and users



## Feedback

Gather Customer Feedback at user level



## Design Implementation

Implement Changes



## Review

Review and filter Feedback at SIG Level and decide next steps and what parties now need to take part in planning



## Service Design

Infrastructure design  
Support Service Design



## Planning

Plan next steps or process changes to go to service design



The Managed Service

