ITIL® CONTINUAL SERVICE IMPROVEMENT LIFECYCLE COURSE

Location: Chicago, IL
Date: August 28 - 30, 2017
Cost: $1895 per student

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

The CSI Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to purse the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the CSI stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a CSI environment who require and understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and CSI principles, purpose and objective

- Understanding how all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the CSI processes
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Understanding technology and implementation requirements in support of CSI
- The challenges, critical success factors and risks related with CSI

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Student Material:

Students receive an eBook of the Student Workbook. Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

About the Examination:

- Evidence of ITIL Foundation Certificate and completion of CSI Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the CSI book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%

Credits:

- Upon successful passing of the ITIL CSI Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.

Agenda:

Day1	Day2	Day3
1. Introduction	3. Continual Service Improvement Process	5. Organization for Continual Service Improvement
2. Continual Service Improvement Principles	4. Continual Service Improvement Methods and Techniques	6. Technology for Considerations
		7. Implementing Continual Service Improvement
Lunch	Lunch	Lunch
3. Continual Service Improvement process	4. Continual Service Improvement Methods and Techniques	8. Challenges, Critical critical Success Factors and Risks
		9. Exam Preparation/Mock Exam
Homework	Homework	Exam

About TechnoLava LLC:

TechnoLava is focused on the Development, Implementation and Continual Service Improvement of IT Service Management Solutions and Services. We provide ITSM Best Practice consulting and implementation services and Best-of-Breed tools for IT Asset Management, Configuration Management (CMDB), Change Management and other Service Management best practice processes. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development and design and implementation of the solution. Focusing on your strategic business goals, TechnoLava's experienced ITIL and ServiceNow certified team can help you define your operational needs and successfully design and deploy secure, reliable solutions based on Best-of-Breed technologies such as ServiceNow, Nuvolo, Mobile Reach and others. TechnoLava has ServiceNow certified and highly experienced engineers for your implementation and customization requirements. For more detailed information about our capabilities, please visit www.TechnoLava.com